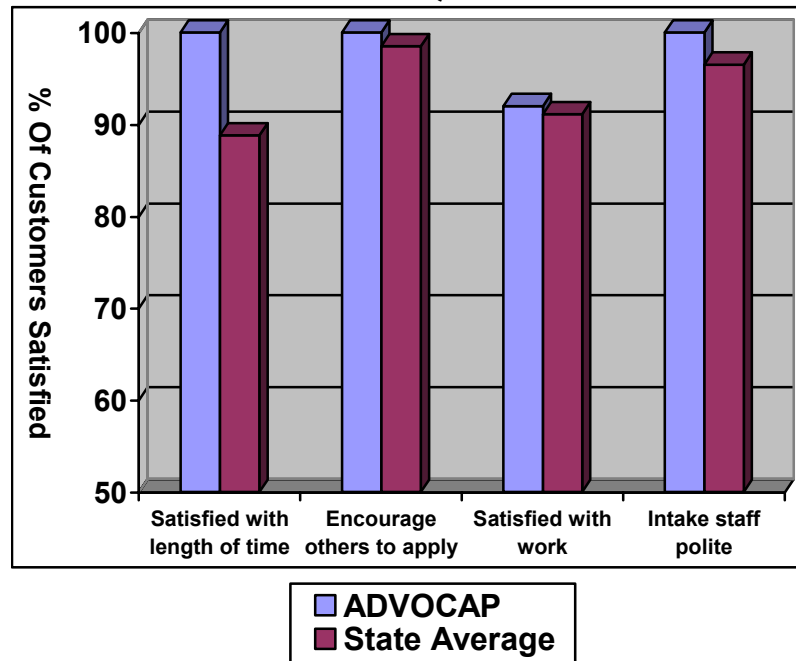


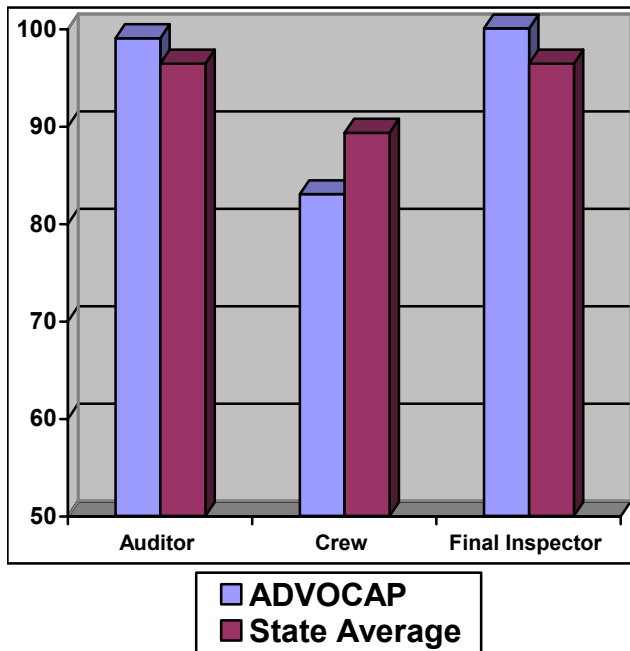
# ADVOCAP, Inc. (13 Surveys Completed)

ADVOCAP is performing well according to the survey with 92% of the customers interviewed satisfied with the weatherization work. Only the agency crew workers rated below the state average. The main areas of concern for the agency crews were not explaining the new exhaust fan installed and not explaining how to operate the new equipment that was installed in the home. Sub-contractors appear to be performing very well according to the survey with nearly all customers 100% satisfied with the new equipment installed in their homes, although very few customers that were interviewed had sub-contractors work in their homes.

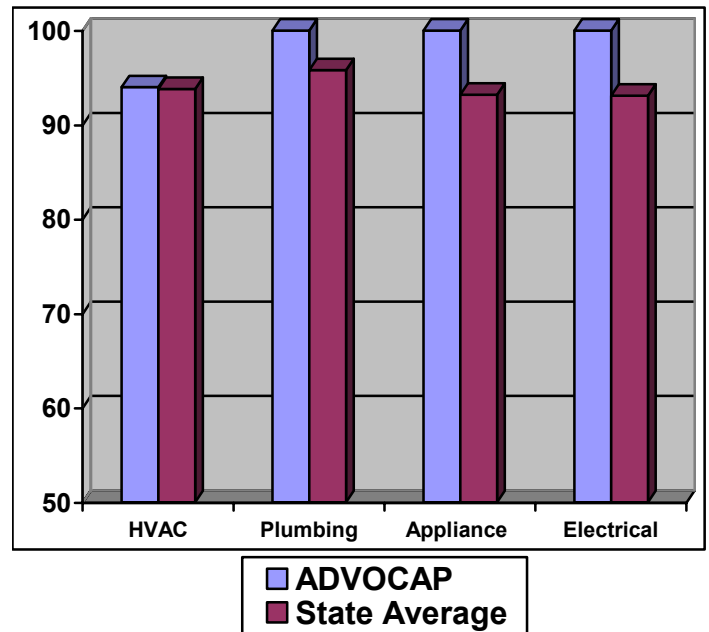
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction

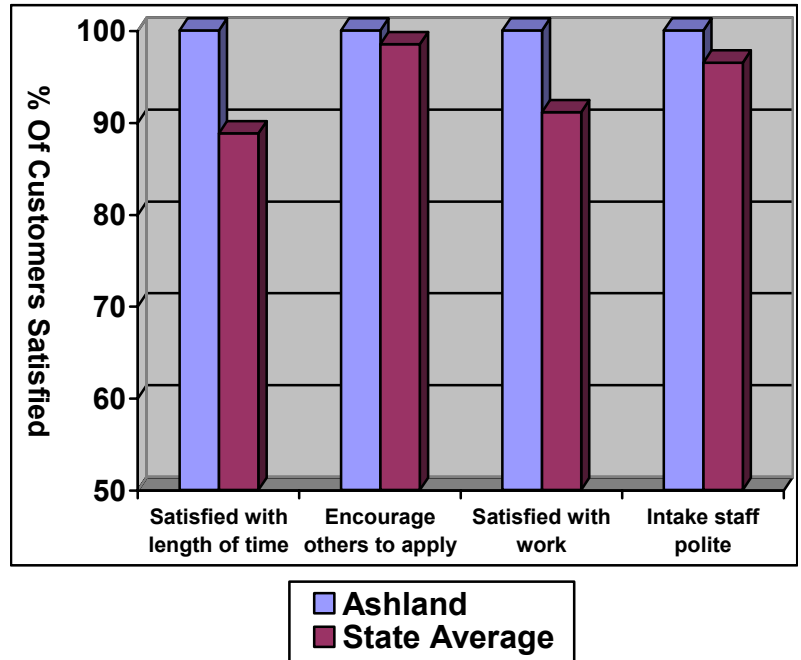


# Ashland County Housing Authority

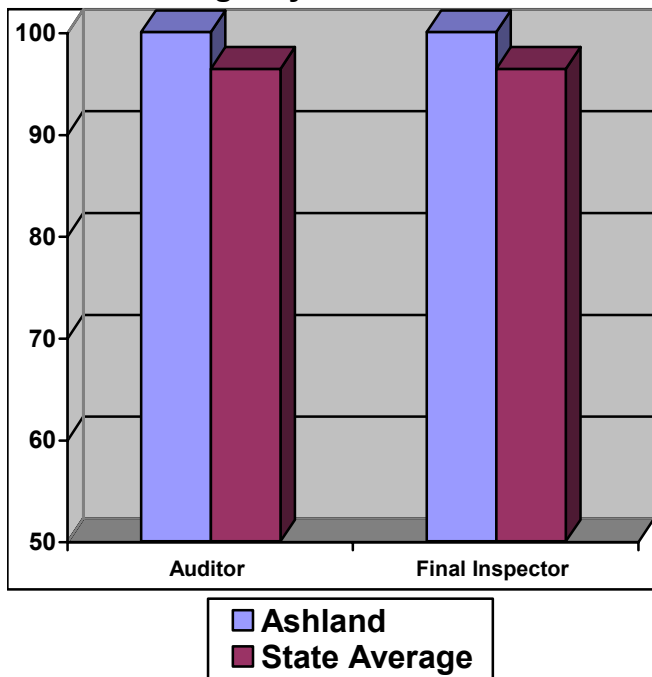
## (6 Surveys Completed)

Ashland County Housing Authority is performing very well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. Customer satisfaction was nearly perfect according to the surveys collected. Sub-contractors appear to be performing exceptionally according to the survey with nearly all customers 100% satisfied with the new equipment installed in their homes. The only customer complaint with the sub-contractors was that the weatherization contractor in one instance did not explain the new ventilation fan that was installed.

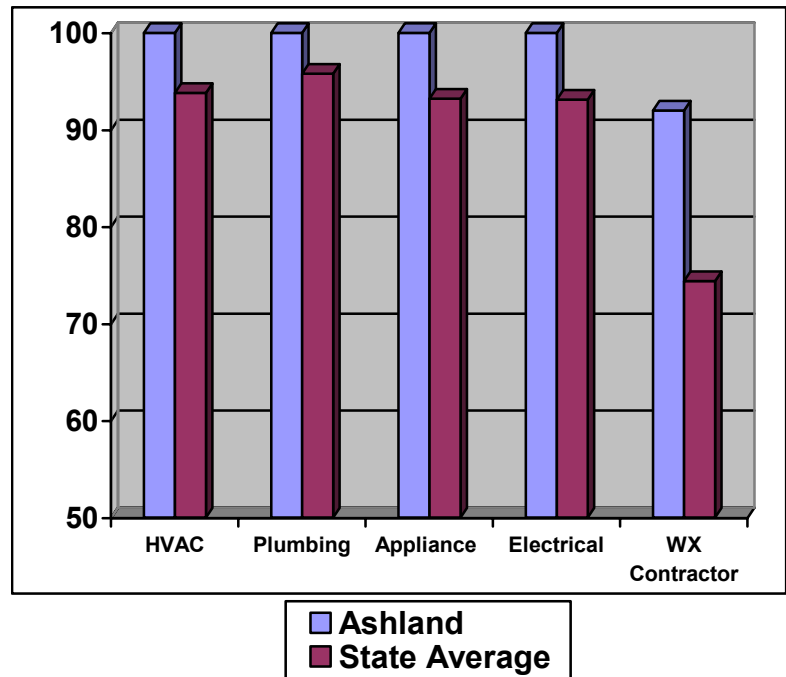
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction

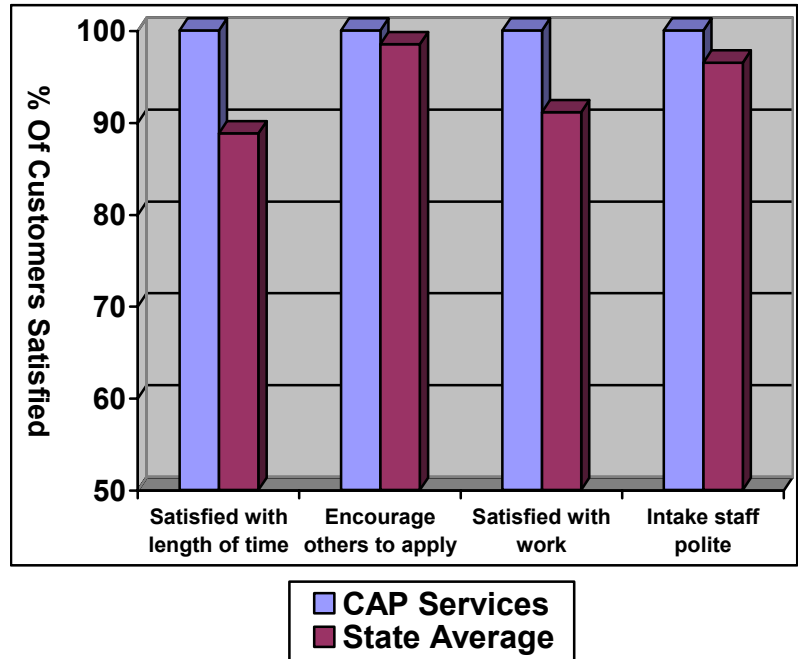


\* Ashland uses sub-contractors to complete the shell measures and do not employ crews of their own

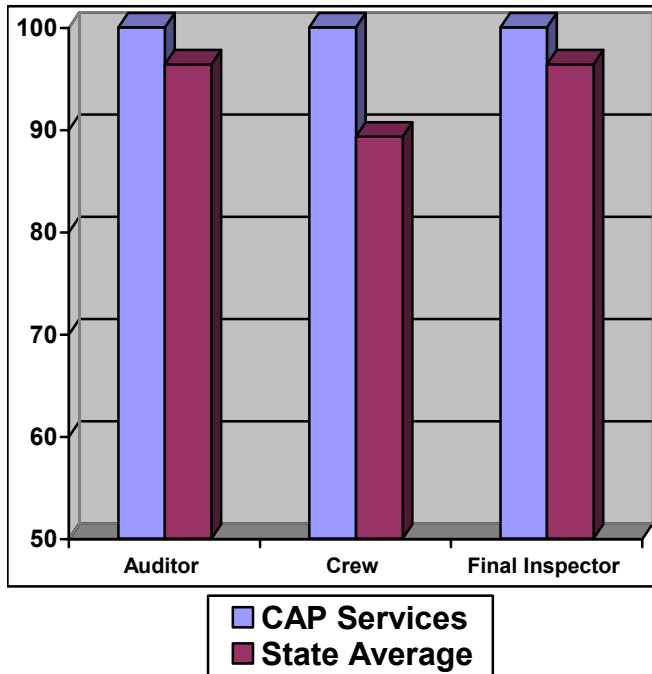
# CAP Services, Inc. (8 Surveys Completed)

CAP Services is performing very well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. Nearly 100% of the customers were completely satisfied with every aspect of the weatherization process. Customers are extremely satisfied with the agency staff with no complaints. Sub-contractors appear to be performing very well according to the survey with nearly all customers 100% satisfied with the new equipment installed in their homes. There was only one customer that was only somewhat satisfied with the heating work and commented that the HVAC contractor could have been more professional.

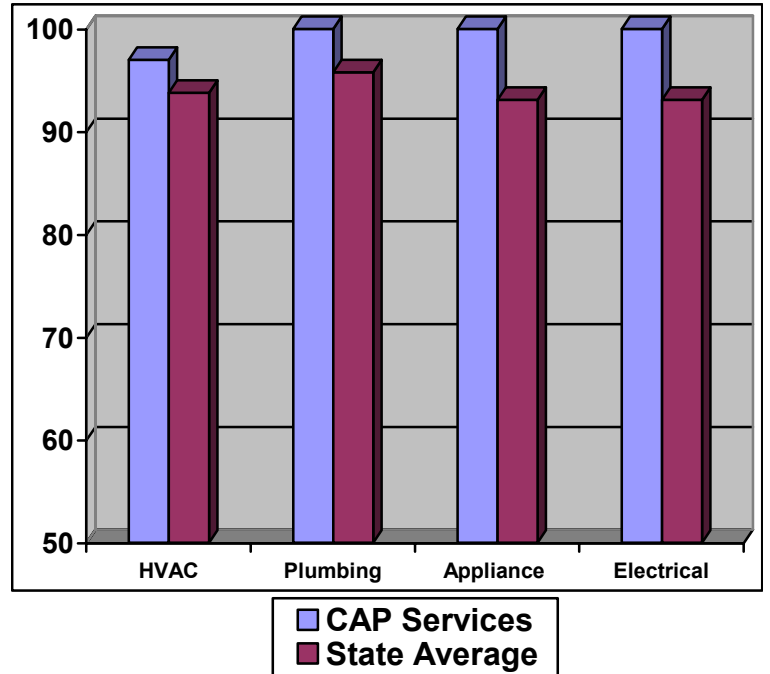
### General Questions



### Agency Satisfaction



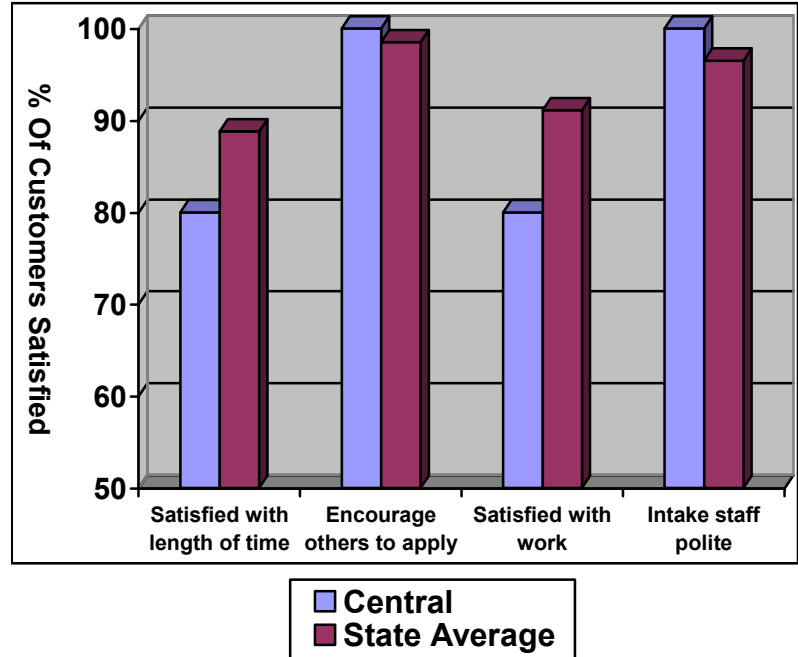
### Sub Contractor Satisfaction



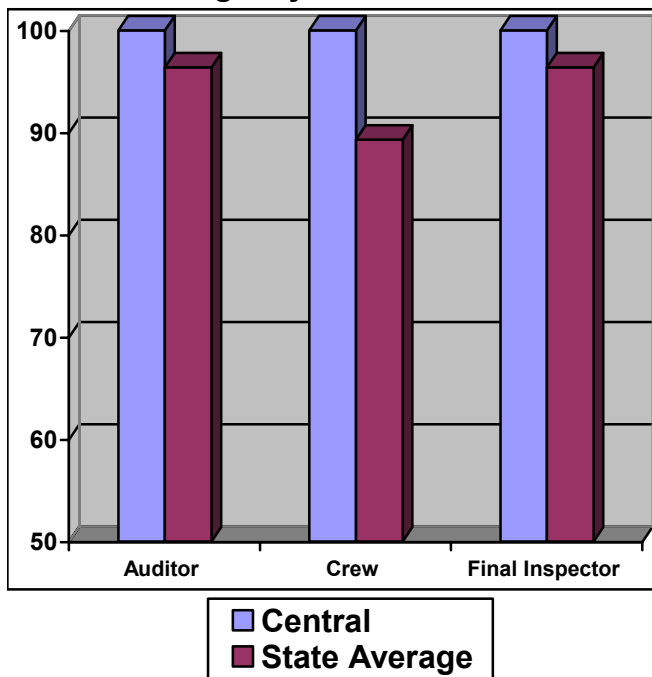
## Central Wisconsin CAC, Inc. (5 Surveys Completed)

Central CAC is performing adequately according to the survey with 80% of the customers interviewed completely satisfied with the weatherization work. One of the five customers interviewed was somewhat satisfied with the work that was completed on their home. Customers are satisfied with the agency staff. The main areas of concern for the agency appear to be the sub-contractors the agency is using. Three of the four main contractors in typical weatherized homes rated below the state average with the plumbing contractor being the lowest at 75% of the customers satisfied. Customer complaints ranged from the contractors not explaining the new equipment installed to damage to the home and work areas not cleaned after the work was completed.

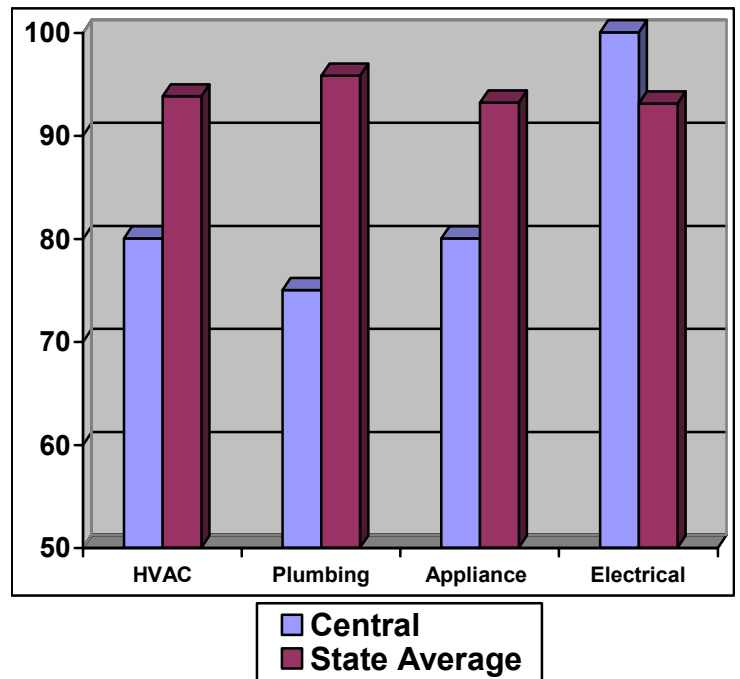
### General Questions



### Agency Satisfaction



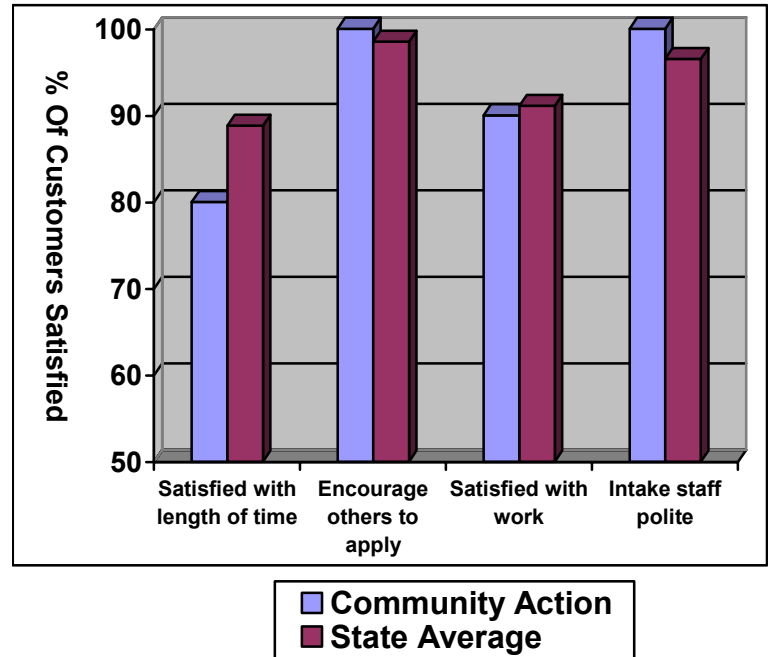
### Sub Contractor Satisfaction



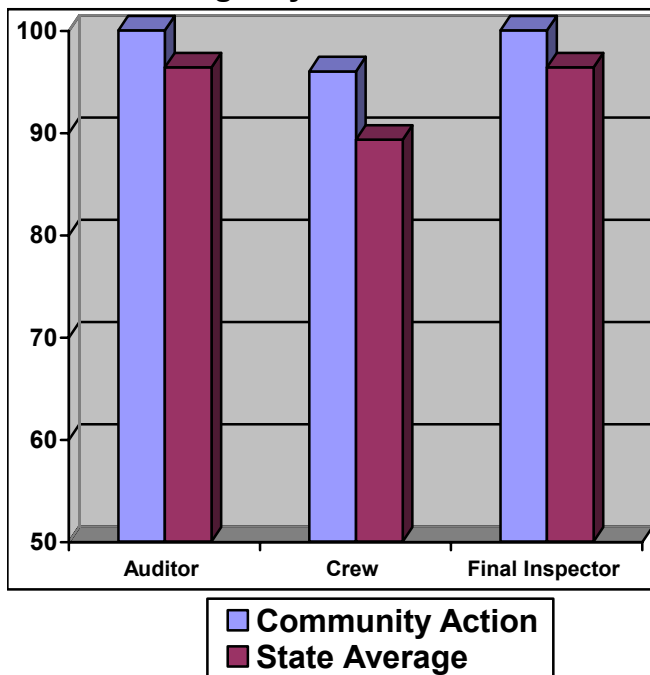
# Community Action, Inc. (10 Surveys Completed)

Community Action is performing well according to the survey with 90% of the customers interviewed satisfied with the weatherization work, which is slightly below the state average. Two customers interviewed stated the weatherization process was too long and declared it took approximately a year to complete the work. Customer were very pleased with the agency staff stating they were terrific, courteous and cleaned up after themselves. One customer interviewed did not feel the crew explained the new ventilation fan that was installed adequately. Sub-contractors appear to be performing very well according to the survey with all customers 100% satisfied with the new equipment installed in their homes.

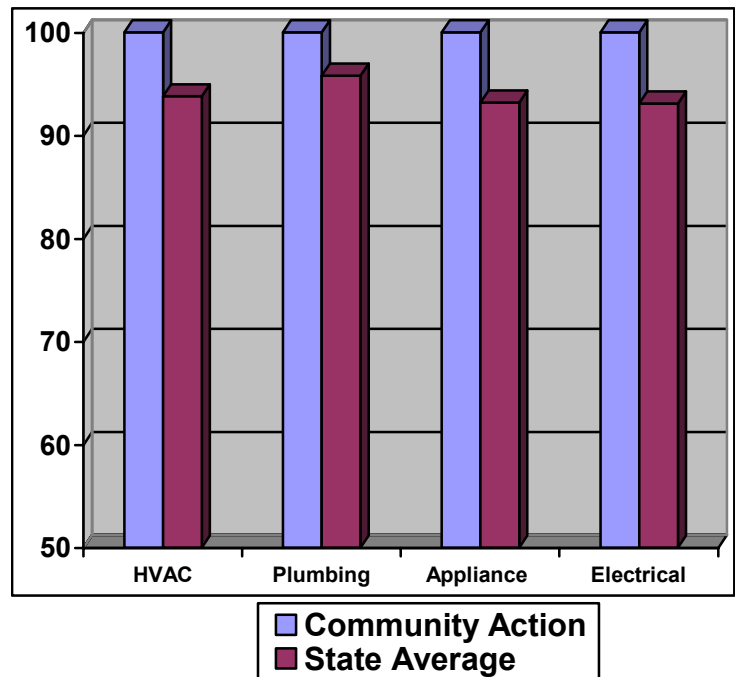
### General Questions



### Agency Satisfaction



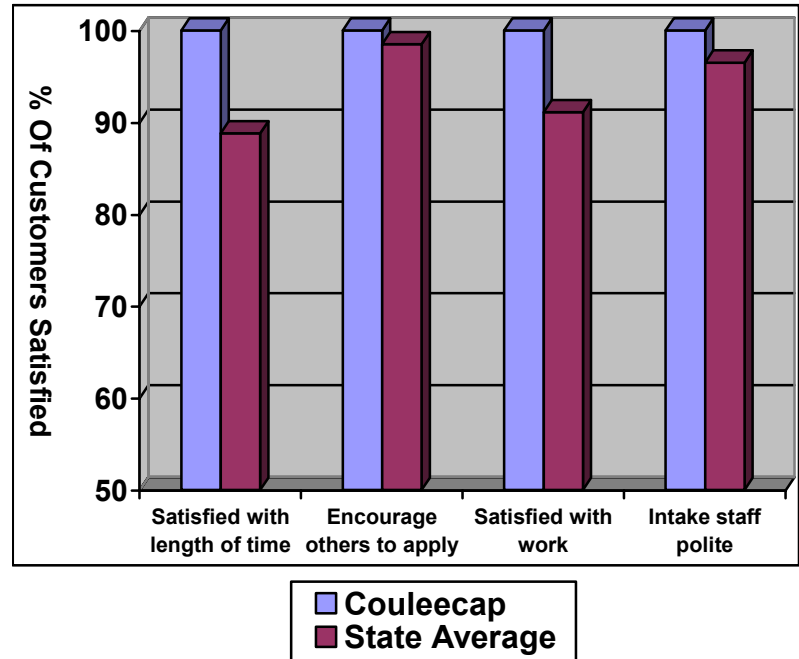
### Sub Contractor Satisfaction



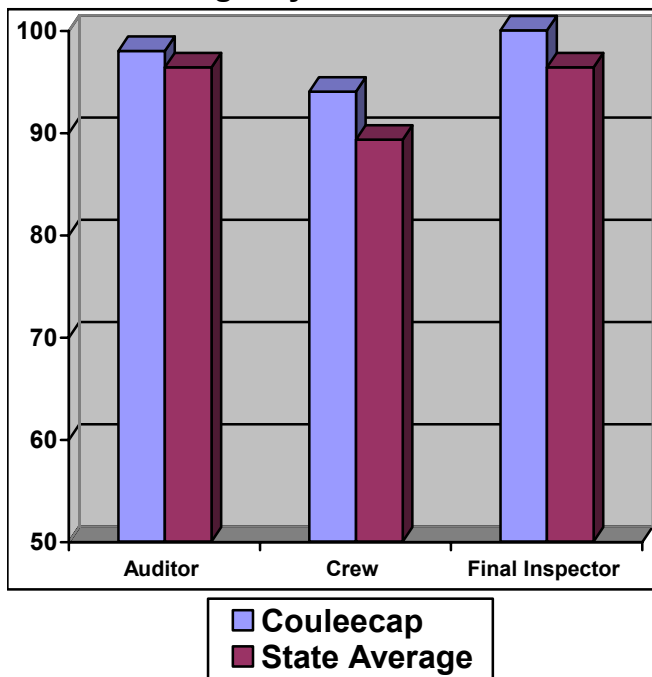
# Couleecap, Inc. (14 Surveys Completed)

Couleecap is performing well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. A few customers were not satisfied with the agency field staff, one customer stated the energy auditor could have explained the weatherization measures in more detail. The agency crews do not appear to be completely cleaning up their work areas after the work has been completed. Three of the fourteen customers interviewed stated the crews did not clean their work areas sufficiently. Sub-contractors appear to be performing well according to the survey with nearly all customers 100% satisfied with the new equipment installed in their homes, although a few customers that were interviewed stated the HVAC contractor did not explain the new equipment that was installed in the home and one customer had an old refrigerator left at the home.

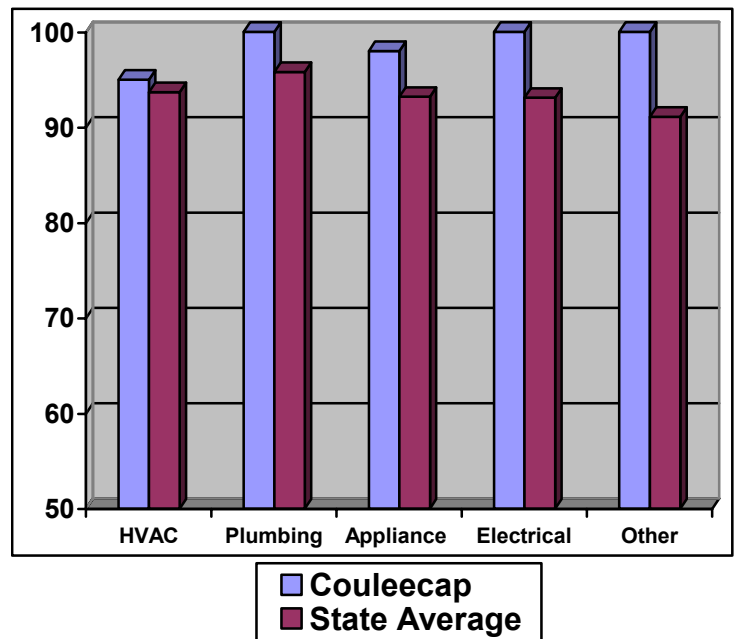
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction



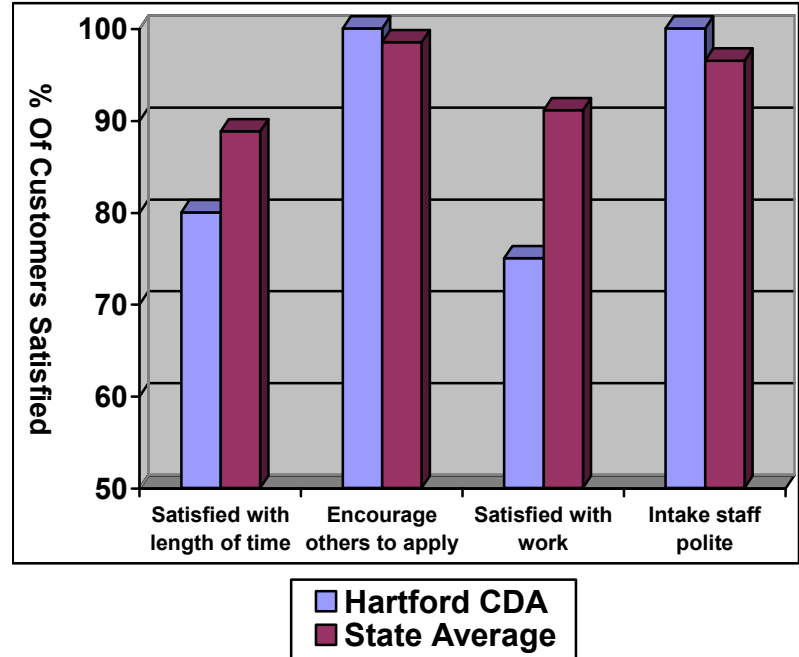
\* The other work was asbestos removal work

# Hartford Community Development Authority

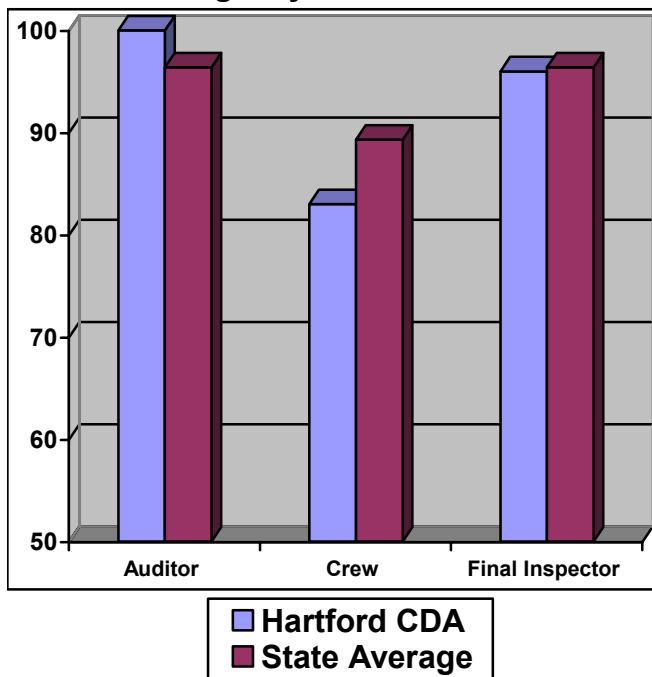
## (5 Surveys Completed)

Hartford CDA according to the survey could make some improvements with 75% of the customers interviewed satisfied with the weatherization work, although there were a minimal number of interviews. Customers were very satisfied with the agency auditors and inspectors. The agency crew workers rated below the state average. The main areas of concern for the agency crews were not explaining the new exhaust fan installed and not explaining the weatherization work that was accomplished in the home. HVAC and electrical Sub-contractors appear to be performing very well according to the survey, plumbing and appliance contractors do not appear to be performing well and this can be partially attributed to the minimal number jobs inspected that had this work completed. One customer had complaints about the professionalism of all the sub-contractors.

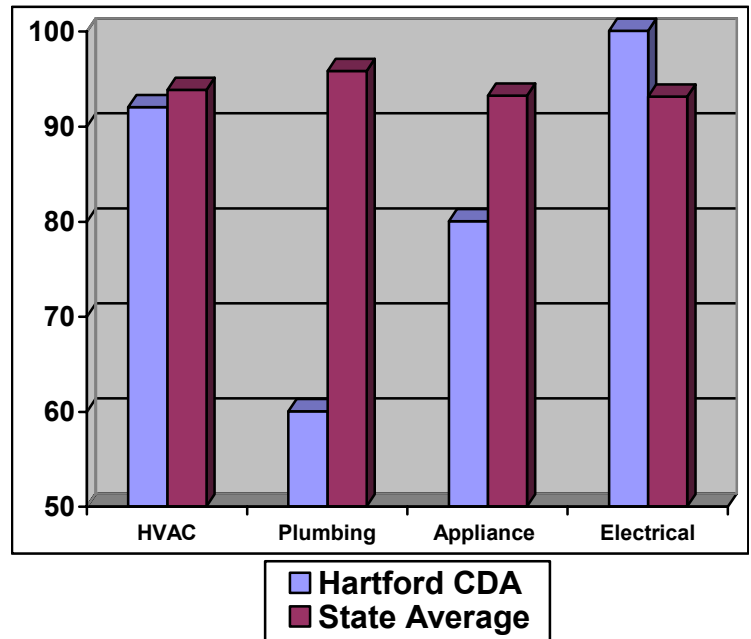
### General Questions



### Agency Satisfaction



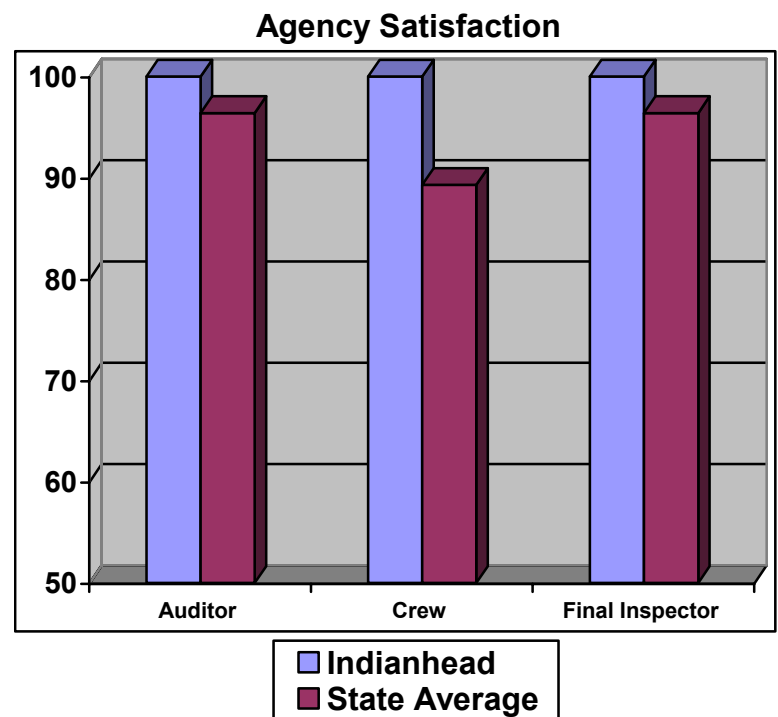
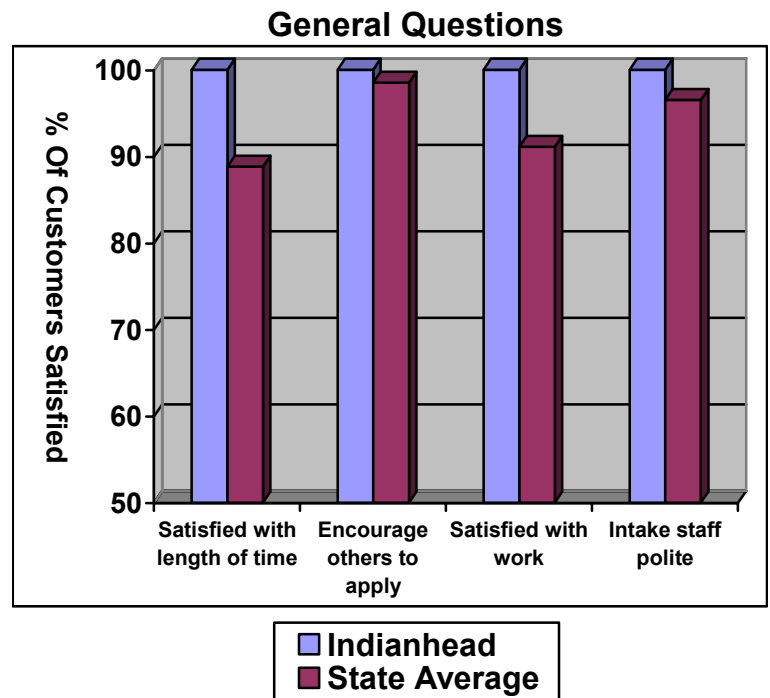
### Sub Contractor Satisfaction



\* Only one customer was interviewed that had plumbing work completed

# Indianhead Community Action Agency (2 Surveys Completed)

Indianhead CAA is performing very well according to the survey with 100% of the customers interviewed completely satisfied with the weatherization work, although there were a minimal number of interviews. Customers were extremely satisfied with the agency staff. The customers that were interviewed commented on how polite and friendly the employees were.



\* Indianhead CAA completes all weatherization work, employing HVAC , plumbing and electrical technicians

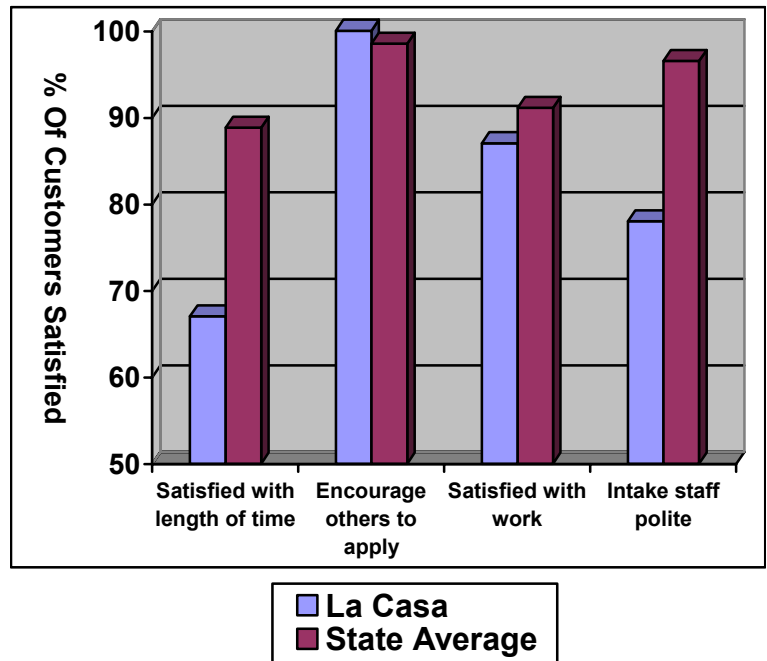


# La Casa De Esperanza

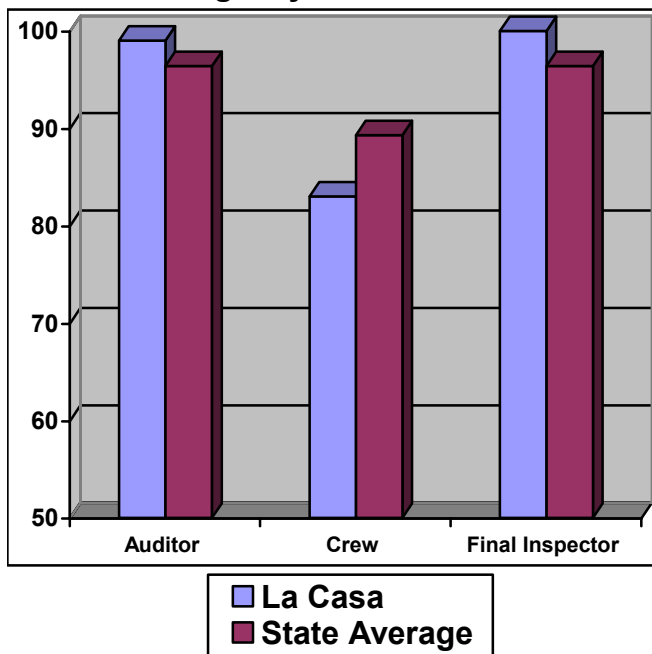
(15 Surveys Completed)

La Casa could make some improvements according to the survey with 87% of the customers interviewed satisfied with the weatherization work. Customers were dissatisfied with the length of time it took to complete the work to their homes. One customer stated it took two years for the weatherization work to be completed. The customer's satisfaction of the intake staff also rated significantly below the state average. Customers were very satisfied with the professionalism and how thorough the energy auditors and final inspectors were when in their homes. The agency crews could use improvements in all areas with the highest customer satisfaction area being explaining the new equipment installed in the home at 80% of the customers satisfied. 1/3 of the customers that received ventilation through the program acknowledged the crew did not explain why the fan was installed, cleaning the work areas also was an area of concern as 1/3 of the customers stated the work areas were not cleaned reasonably after the work was completed. Sub-contractors appear to be performing well according to the survey with 95% customers satisfied with the new equipment installed in their homes. The only exception to this was the appliance contractor, which had a total satisfaction rating of 86%. Customers stated the contractor in some cases was unprofessional, did not give them enough time to empty the existing refrigerator and did not do an adequate job of explaining how the new appliance operated.

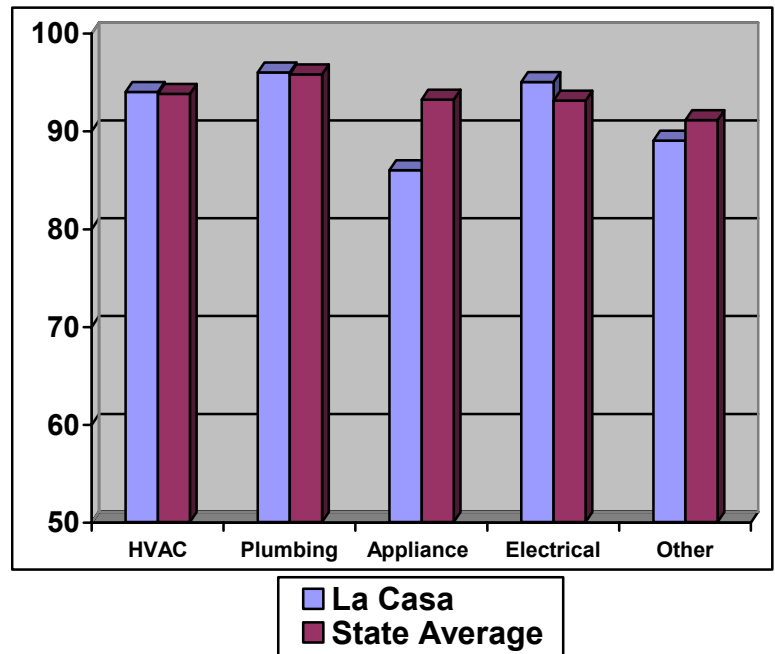
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction



\* La Casa sub-contracts most of their final inspections

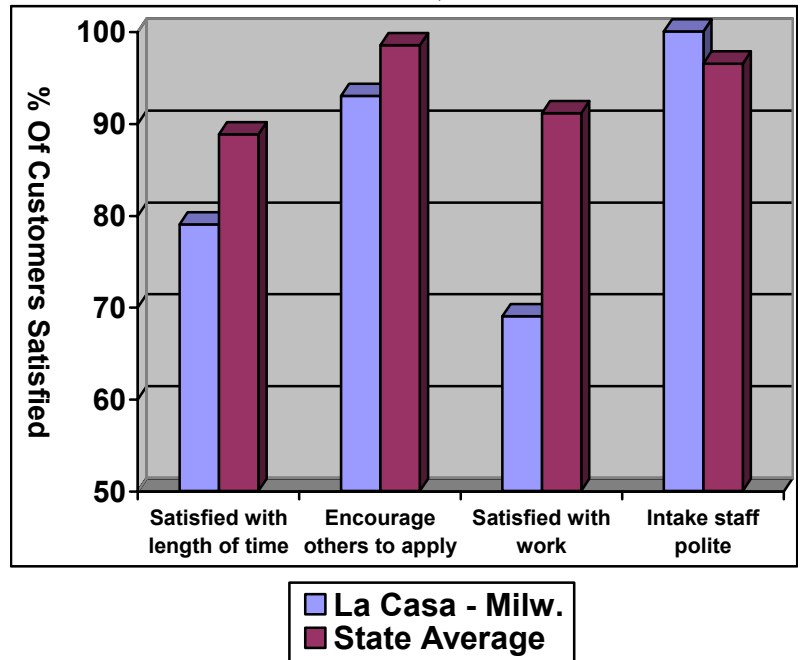
\* The other work consisted of new window installations

# La Casa De Esperanza – Milwaukee

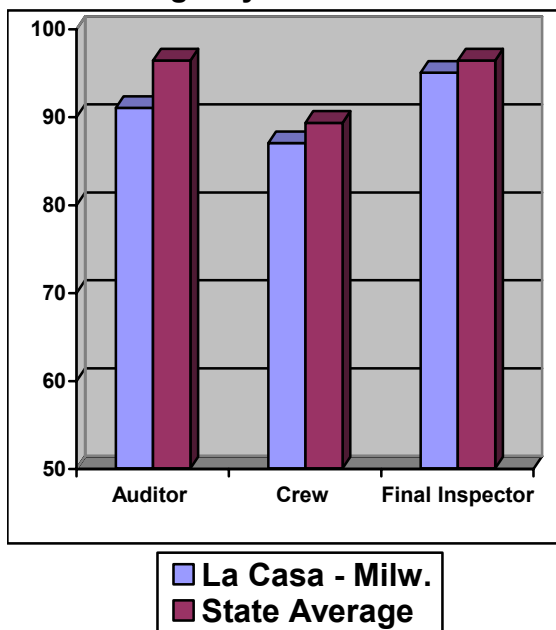
(29 Surveys Completed)

La Casa – Milw. Could make some improvements according to the survey with 69% of the customers interviewed completely satisfied with the weatherization work, the other 31% were somewhat satisfied with the work that was completed. No customer was entirely dissatisfied with the work. Customers were dissatisfied with the amount of time it took to weatherize their home, although most customers indicated it took six months or less for the work to be completed, with one customer stating the process took 3 years with the contract transferring from OIC to La Casa. Two customers stipulated they would not recommend the program to friends or family. The customers were very satisfied with the intake staff. The satisfaction of the energy auditors was not as high as the average with a few customers stating they did not answer their questions effectively and did not thoroughly explain the paperwork. Customer were generally satisfied with the agency crews, the satisfaction rating was slightly below the average and the crews could improve by explaining the work that is going to be completed on customer's homes, how to operate the new equipment installed and cleaning the work areas in a couple of instances. Customers were very satisfied with the professionalism and how thorough the final inspectors were when in their homes. Sub-contractors appear to be completing good quality work according to the customers, the sub-contractors could improve by explaining in entirety the work they are accomplishing and how to operate the new equipment installed. The other sub-contractors completed nine electrical jobs and 3 window jobs, when interviewed five of those customers asserted that the work areas were not cleaned thoroughly after the work was completed.

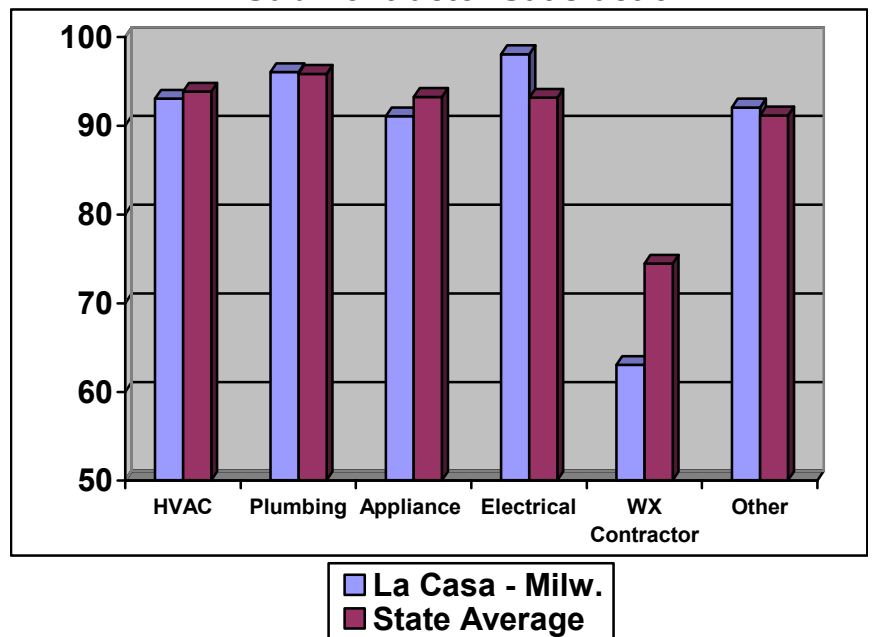
**General Questions**



**Agency Satisfaction**



**Sub Contractor Satisfaction**



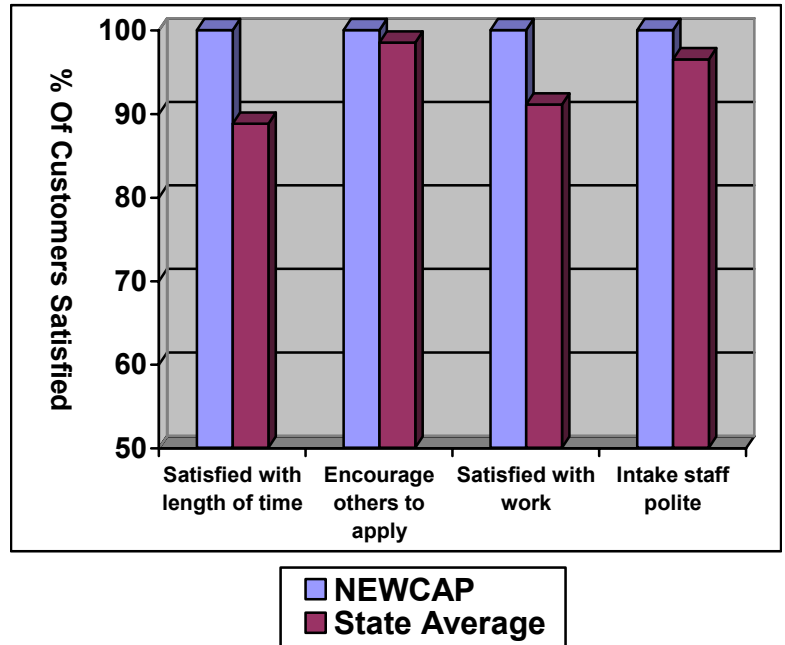
\* La Casa – Milw. Sub-contracts most of the final inspections

\* The other work consisted of an asbestos removal and new window installations

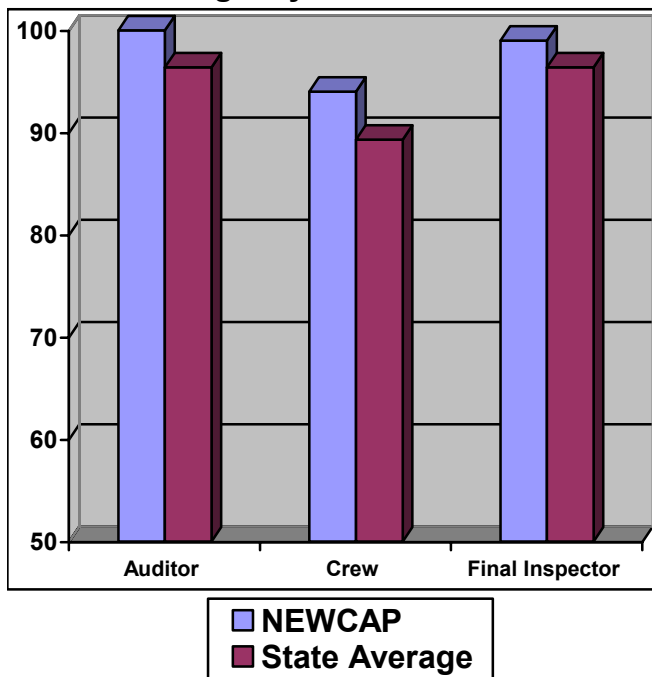
## NEWCAP, Inc. (27 Surveys Completed)

NEWCAP is performing very well according to the survey with 100% of the customers interviewed satisfied with the weatherization work and all customers interviewed would recommend the program to a friend or family member. The customers were extremely satisfied with all agency staff. Customers commented on the intake staff saying they were “very helpful”. Customer’s also commented how professional and friendly everyone involved was, with one stating the work completed “helped them tremendously to do things I could not afford to do”. The energy auditors and final inspectors are very professional and thorough according to the survey, although two customers stated they did not sign a document after the work was completed. Three customers thought the crew could have explained how the ventilation fan worked in more detail. Sub-contractors appear to be performing very well according to the survey with nearly all customers 100% satisfied with the new equipment installed in their homes, two customers did not have their old appliances removed from the home accounting for the lower appliance rating.

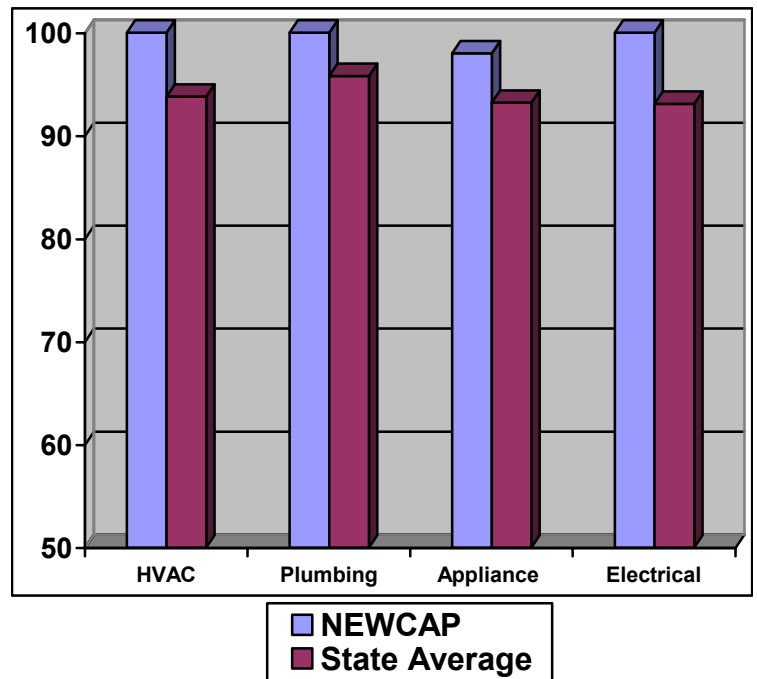
### General Questions



### Agency Satisfaction



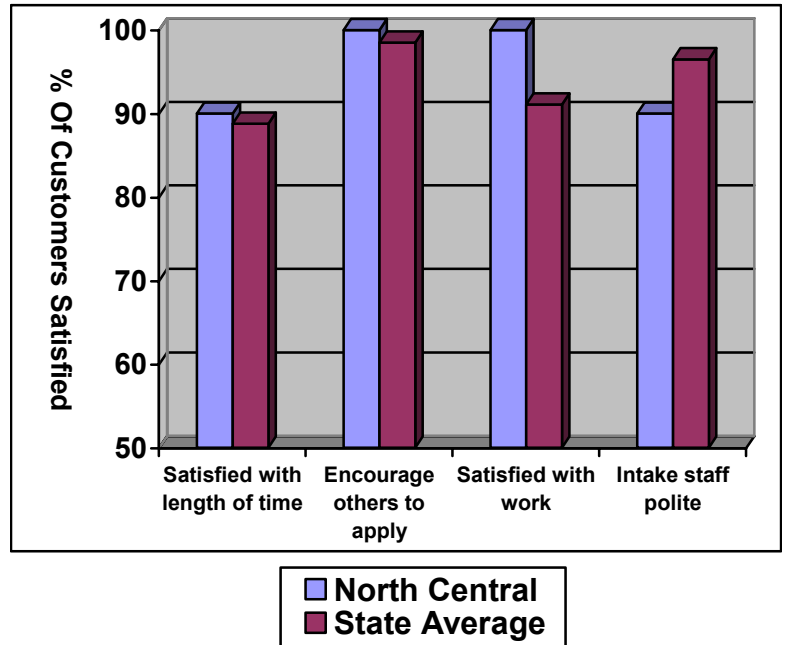
### Sub Contractor Satisfaction



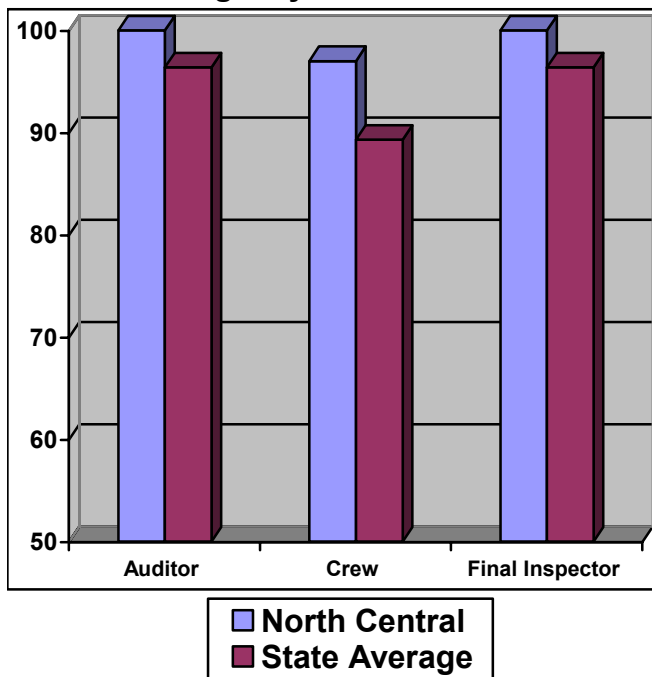
# North Central CAP, Inc. (10 Surveys Completed)

North Central CAP is performing well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. One customer was dissatisfied with the length of time it took to complete the weatherization work because of the delays encountered in the Home Program and one customer felt the intake staff could have been more polite. Customers were very satisfied with every aspect of the weatherization process. Customer's commented how professional and friendly everyone involved was, with one stating the work completed allowed them to stay in their home. The energy auditors and final inspectors are very professional and thorough according to the survey. One customer thought the crew could have explained how the ventilation fan worked in more detail. Sub-contractors appear to be performing very well according to the survey with nearly all customers 100% satisfied with the new equipment installed in their homes, two customers did not have their old appliances removed from the home and one customer felt the electrician could have cleaned the work area more thoroughly accounting for the lower appliance and electrical rating.

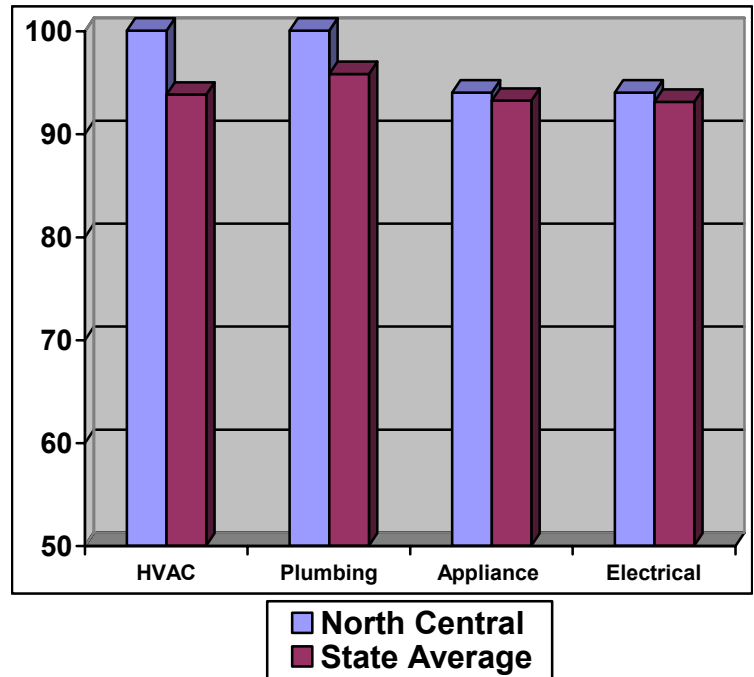
### General Questions



### Agency Satisfaction



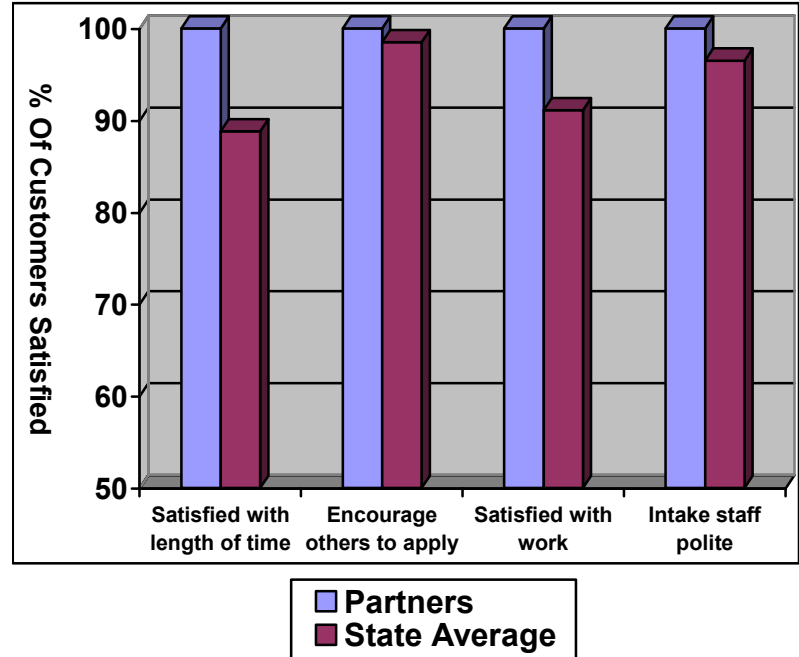
### Sub Contractor Satisfaction



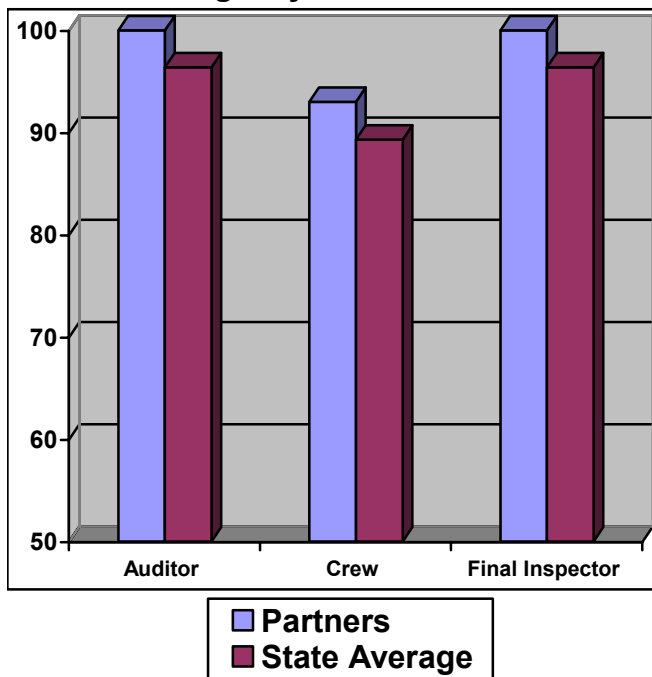
## Partners for Community Development (3 Surveys Completed)

Partners is performing well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. Customers were very happy with the weatherization process and the agency staff. The energy auditors and final inspectors are very professional and thorough according to the survey. One customer thought the agency crew could have explained the new ventilation fan in more detail. Sub-contractors in general did have a significantly lower rating than the state average, although these ratings are based on only two customers interviewed. One customer was not completely satisfied with any of the sub-contractors that performed work in the home accounting for the lower total rating.

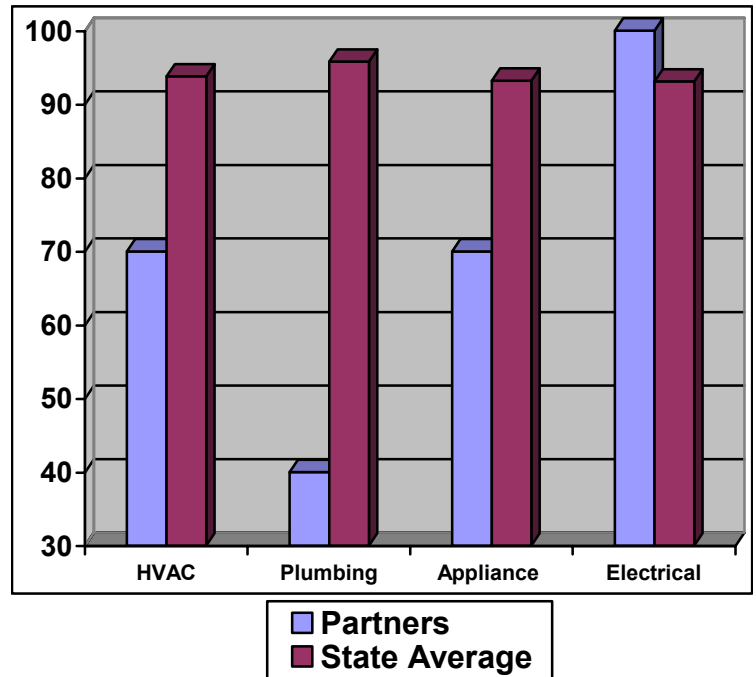
### General Questions



### Agency Satisfaction



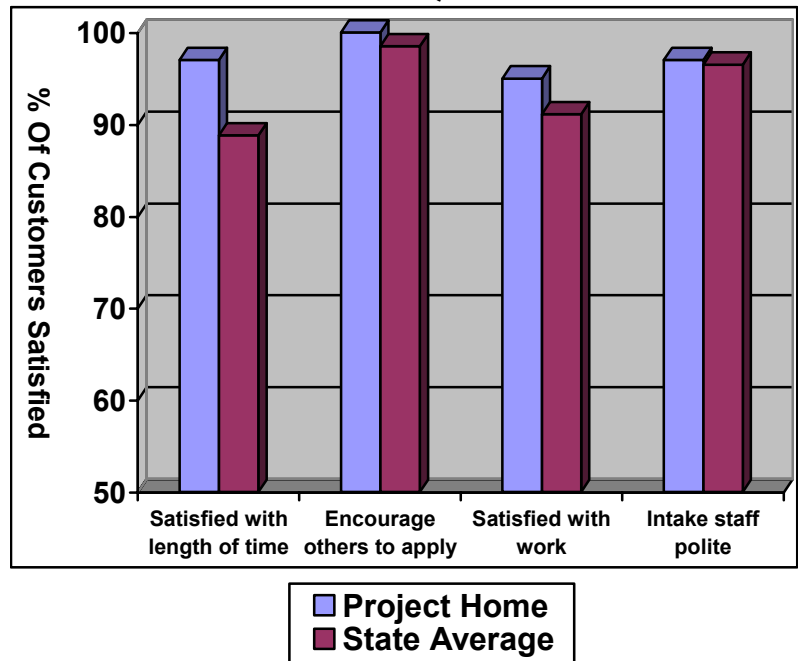
### Sub Contractor Satisfaction



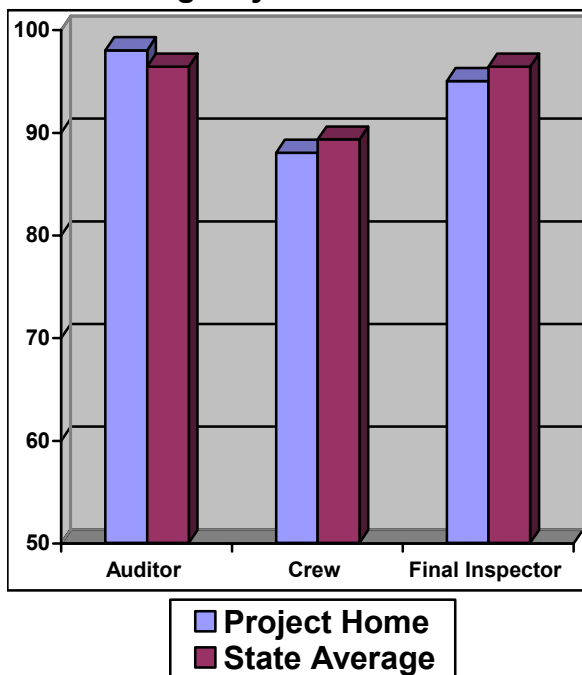
## Project Home (39 Surveys Completed)

Project Home is performing well according to the survey with 95% of the customers interviewed satisfied with the weatherization work. Customers were happy with the weatherization process and the agency staff. Receiving comments such as “very nice”, “found things I didn’t know were in my house” and “Did the work the way it should be done”. The energy auditors and final inspectors are very professional and thorough according to the survey, although two customers felt the energy auditor could have explained the weatherization measures in more detail. The agency crews are doing a good job of explaining the weatherization work. Customers commented that the agency crews could improve by explaining the new ventilation fans installed, how to operate the new equipment that was received and six stated the crews did not do an adequate job cleaning the work areas after the job was completed. The Sub-contractors are performing well installing the measures, however are not doing a sufficient job of explaining the work and how to operate the new equipment once it is installed. This is evident with the HVAC contractor, respectively 97% of the customers interviewed viewed the contractor as professional and thought they did good quality work and nearly 25% of them stated the contractor did not do an adequate job of explaining how to operate the new equipment that was installed. The electrical and asbestos removal contractors according to the survey are not cleaning the work areas well enough after the work has been completed, this is of particular concern with the asbestos removal contractor, as half of the jobs performed by the contractor customers indicated the work area was left unclean. One customer interviewed had an insulation contractor perform work and was not satisfied with the contractor, causing the low rating.

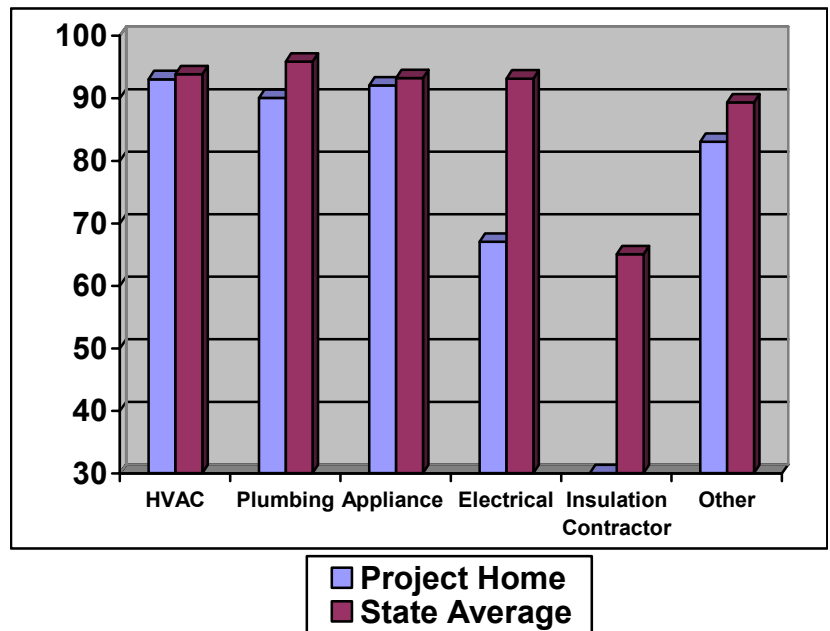
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction

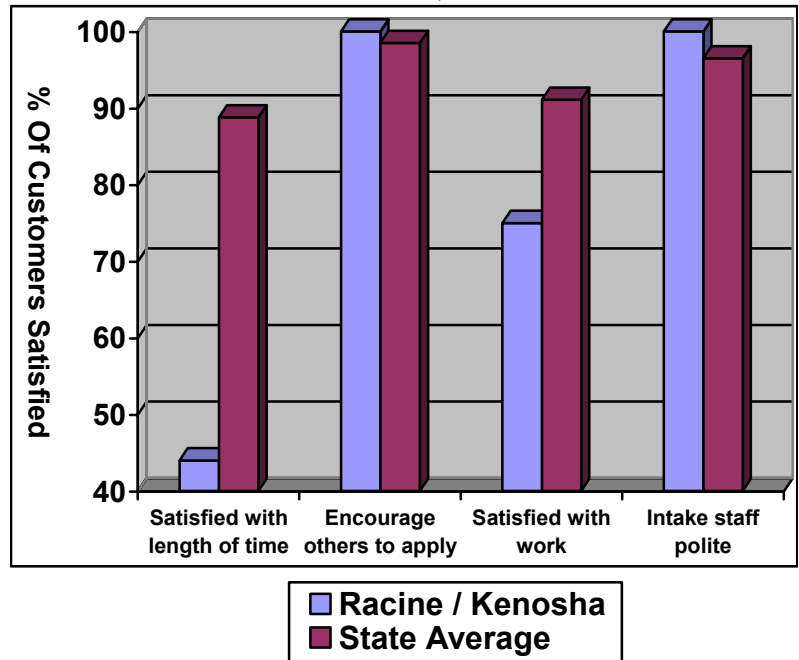


\* The other work consisted of asbestos removal work

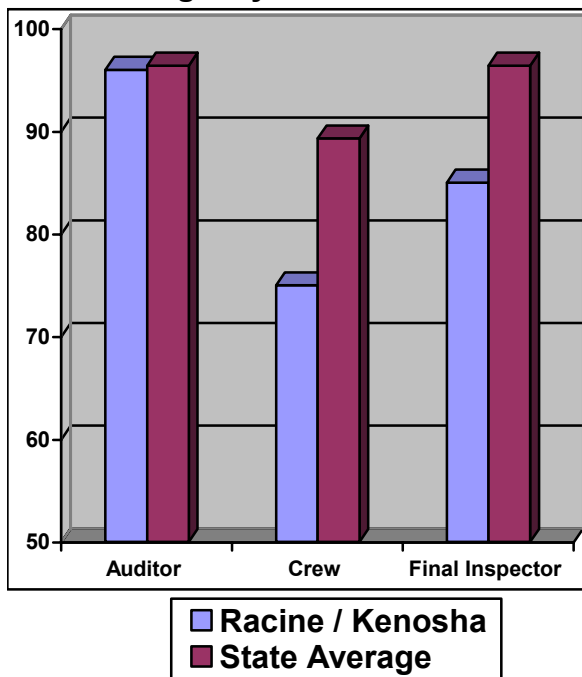
## Racine / Kenosha Community Action (9 Surveys Completed)

Racine / Kenosha CAA could improve according to the survey with 75% of the customers interviewed satisfied with the weatherization work. The length of time it took to complete the weatherization job was also an issue for the customers interviewed with only 44% of the customers completely satisfied, 66% were somewhat satisfied. The typical time frame for work to be completed according to the customer survey was approximately six months to one year, with one customer stating the process took two years to complete. Customers were very happy with the intake staff and 100% of the customer would recommend the program to family or friends. The energy auditors are very professional and thorough according to the survey. Agency crews are not explaining the weatherization work, how to operate the new equipment or the ventilation fan thoroughly according to the customers. Final inspectors could also explain in more detail these items. Sub-contractors are performing well with higher ratings than the state average, one refrigerator was not removed from the home and one customer complained that the electrician did not clean the work area adequately after the work had been completed.

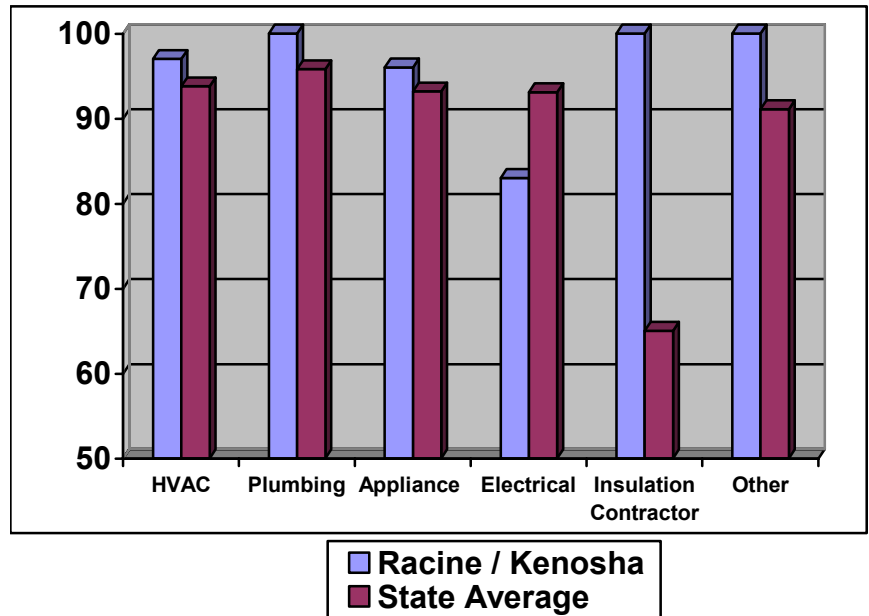
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction



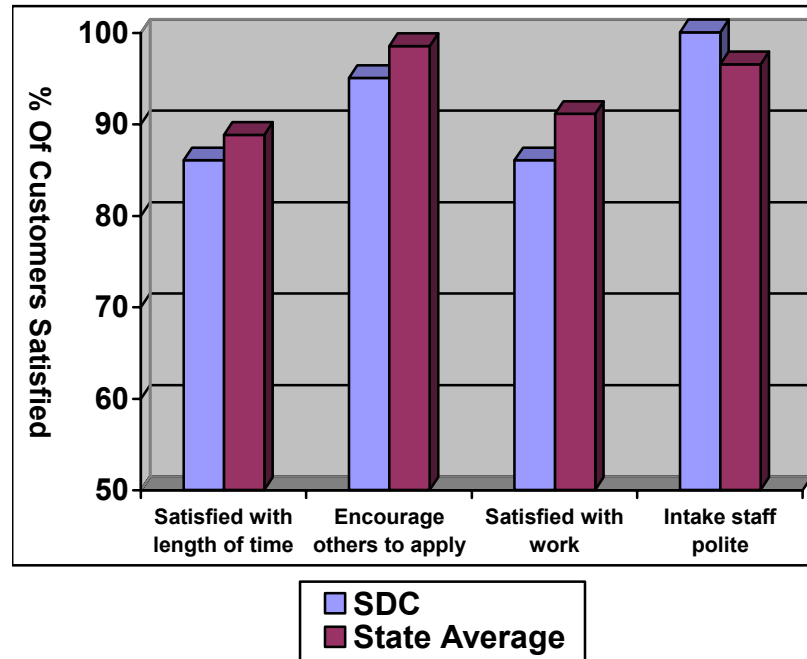
\* The other work consisted of a window installation job

# Social Development Commission

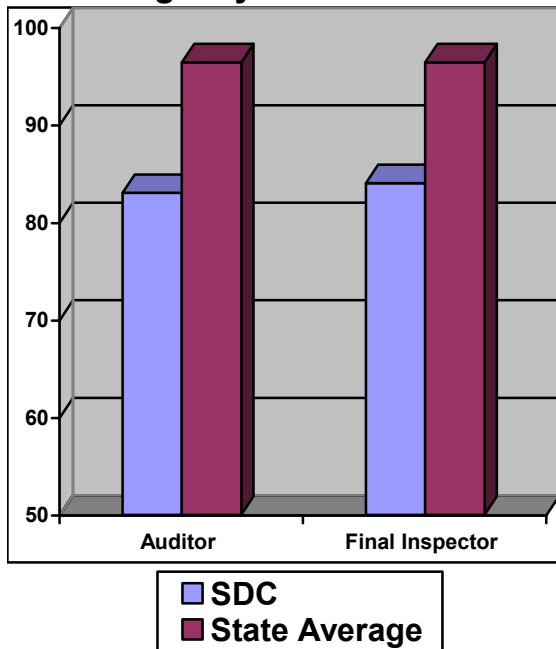
## (21 Surveys Completed)

SDC is performing could improve according to the survey with 86% of the customers interviewed satisfied with the weatherization work. Customers were very happy with the intake staff and 95% of the customers would recommend the program to family or friends. The energy auditors rated below the state average primarily because only 38% of the customers interviewed received a list of the weatherization work that was proposed to be completed on their home. Final inspectors could also improve by explaining the new equipment installed in the home thoroughly. There were two instances each of customer stating the final inspector did not inspect all the measures and they did not sign a document stating they were satisfied with the work. The HVAC contractor could make improvements in all areas with at least one complaint in all areas of work. Customer indicated they were very pleased with the plumbing contractors with nearly a 98% satisfaction rating. The appliance contractor did not explain the operation of the new appliances sufficiently according to the customers and should be more professional as two customers complained. Two customers that had electrical work completed were inspected and one customer commented that the contractor was not very professional and they did not explain the work. Three customers had an insulation contractor work in their home and one customer was only somewhat satisfied with the work. The weatherization contractor could improve in all areas with the biggest complaint being that the customers could not communicate very well with the crew because they did not speak any English or very limited English.

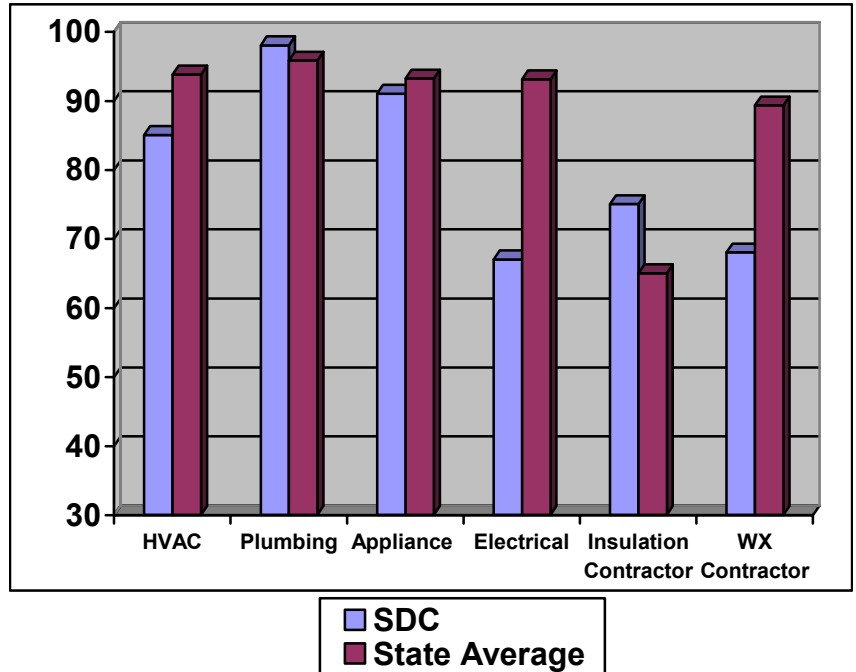
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction



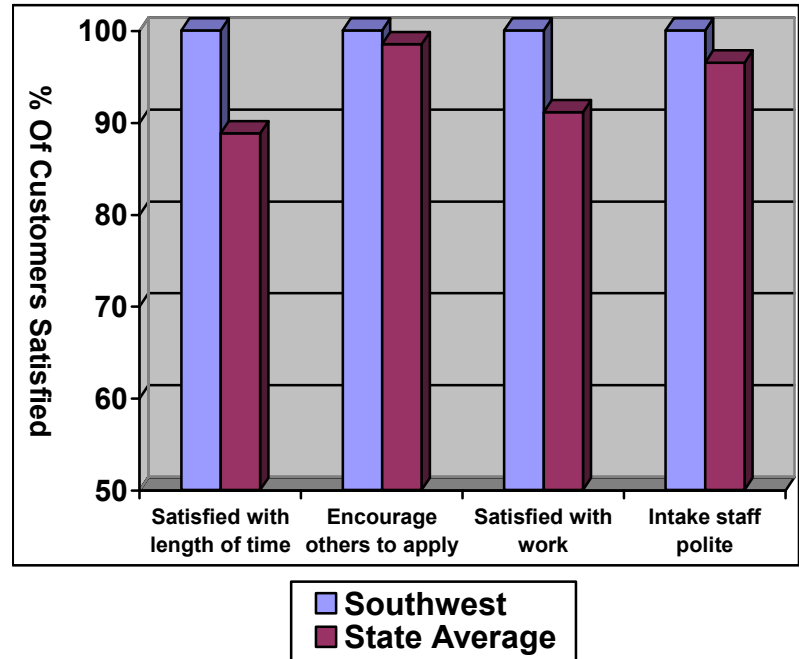
\* SDC sub-contracts all weatherization work



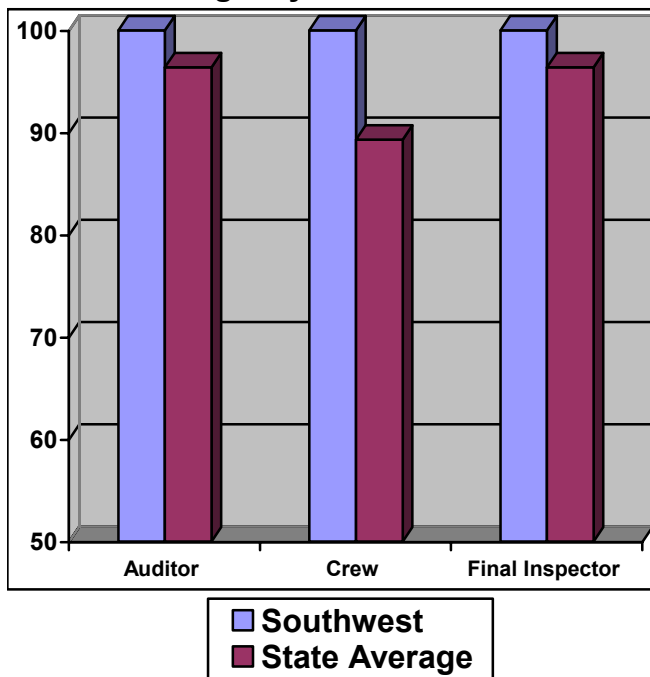
## Southwestern Wisconsin CAP (6 Surveys Completed)

Southwest CAP is performing extremely well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. Customers were very happy with the weatherization process and the agency staff. The energy auditors and final inspectors are very professional and thorough according to the survey. The agency crews are performing quality work and explain the weatherization measures exceptionally. No customer's complaints were noted for any of the agency staff. Sub-contractors are also performing extremely well with only one customer commenting that the appliance contractor could have been more professional. All other contractors received 100% complete satisfaction rating from the customers.

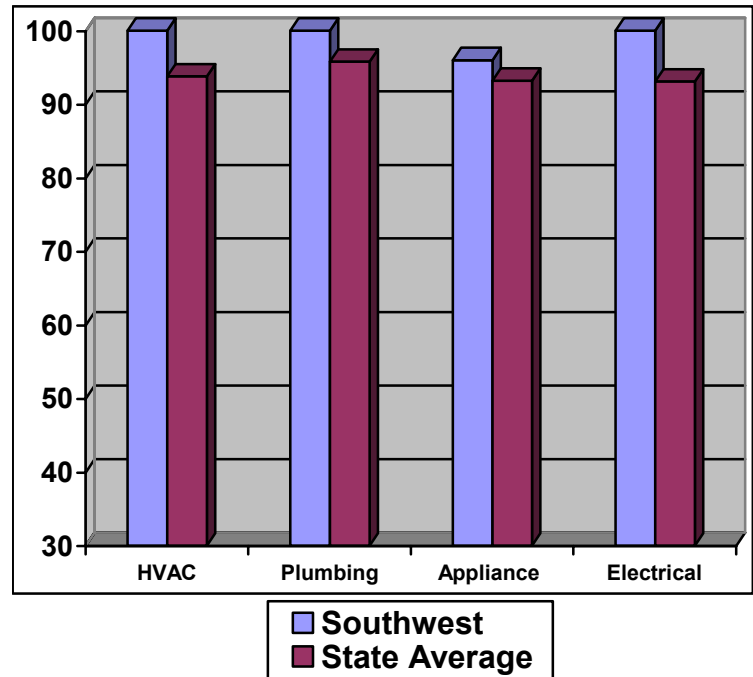
### General Questions



### Agency Satisfaction



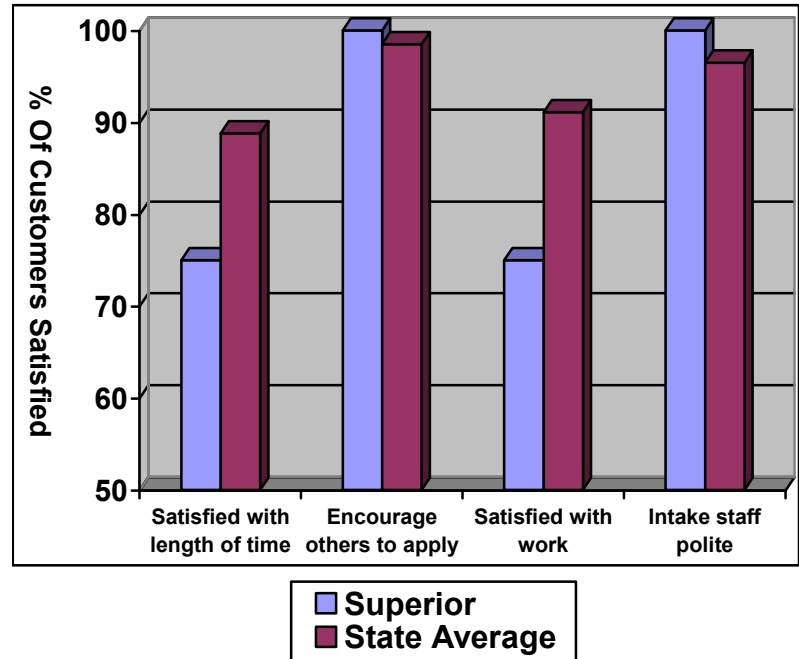
### Sub Contractor Satisfaction



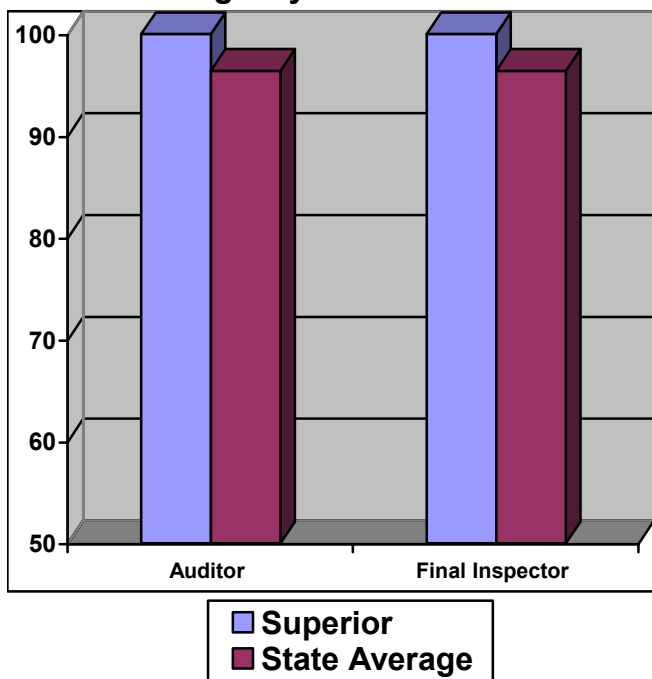
## City of Superior (4 Surveys Completed)

Superior is performing well according to the survey with 75% of the customers interviewed satisfied with the weatherization work. There were only four customers interviewed and one customer was somewhat satisfied. Customers were very happy with the weatherization process and the agency staff. The energy auditors and final inspectors are very professional and thorough according to the survey. The agency crews are performing quality work and explain the weatherization measures. Sub-contractors are also performing very well with 100% of the customers completely satisfied with the work that was completed. The weatherization contractor was significantly above the state average and had no negative comments or complaints according to the customers interviewed.

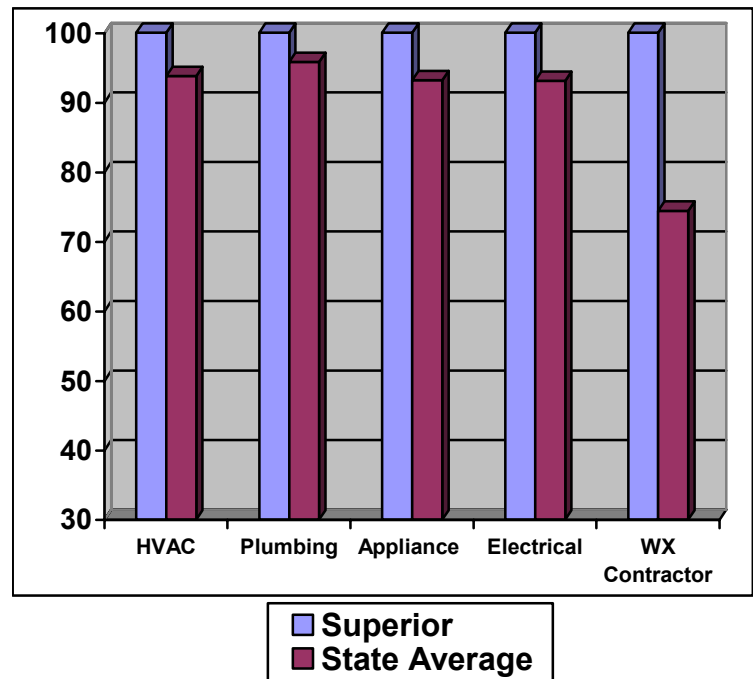
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction

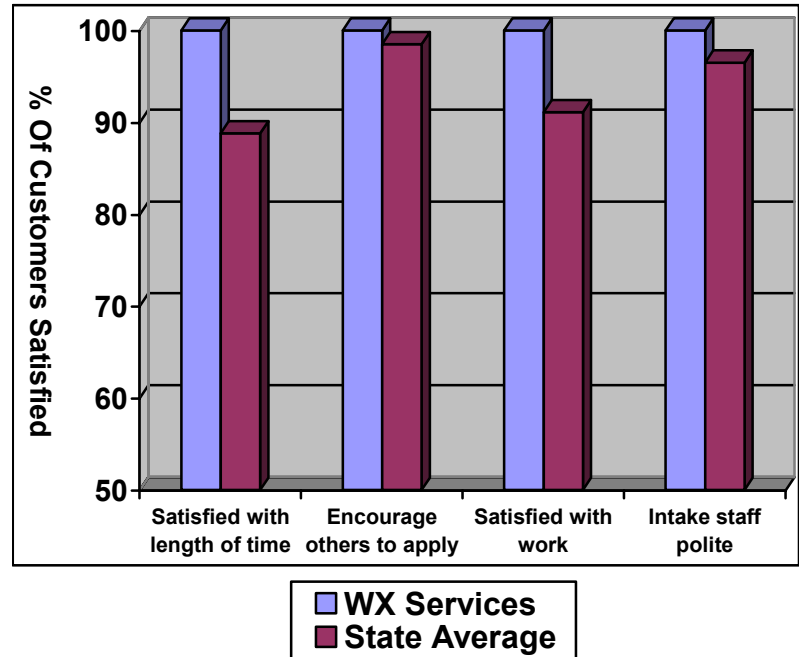


\* Superior sub-contracts the shell measures

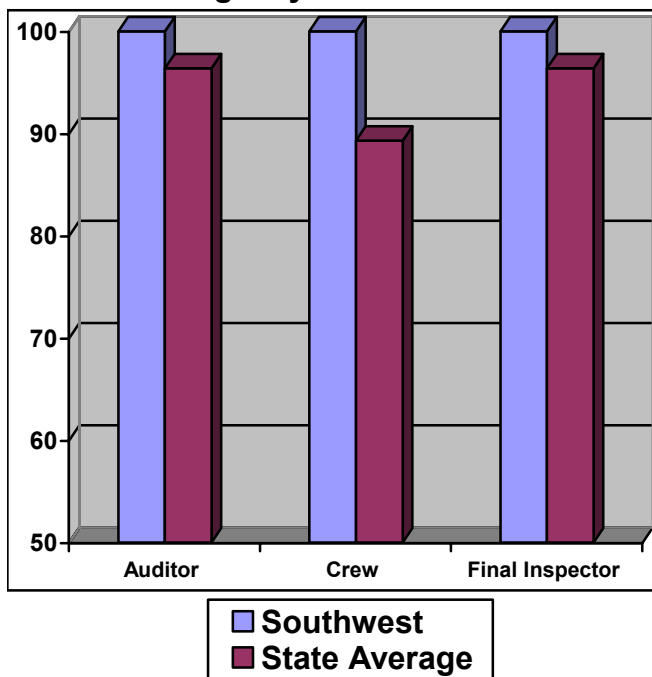
# Weatherization Services – Outagamie County Housing Authority (4 Surveys Completed)

Weatherization Services is performing very well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. There were only four customers interviewed. Customers were very happy with the weatherization process and the agency staff. The energy auditors and final inspectors are very professional and thorough according to the survey. The agency crews are performing quality work and explain the weatherization measures. Sub-contractors are also performing very well with 100% of the customers completely satisfied with the work that was completed. The asbestos removal contractor was significantly above the state average and had no negative comments or complaints according to the customers interviewed.

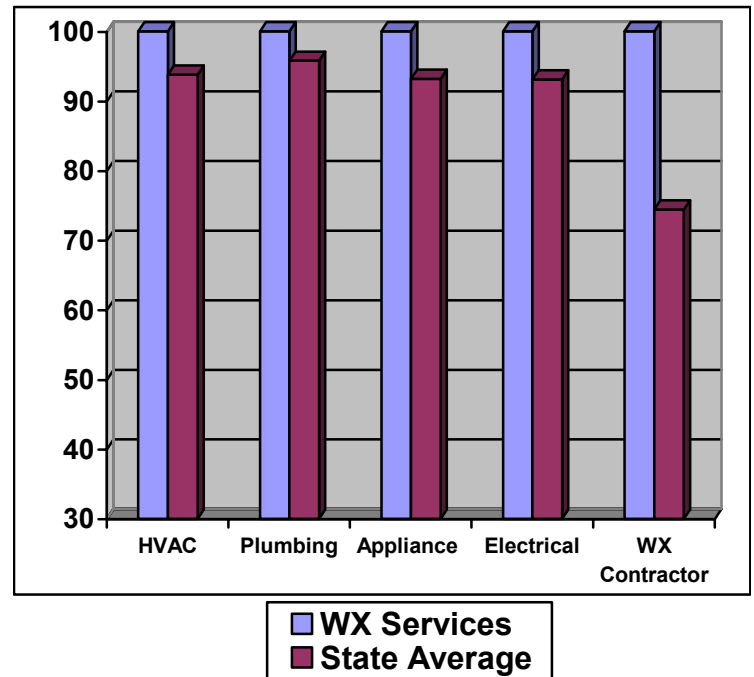
### General Questions



### Agency Satisfaction



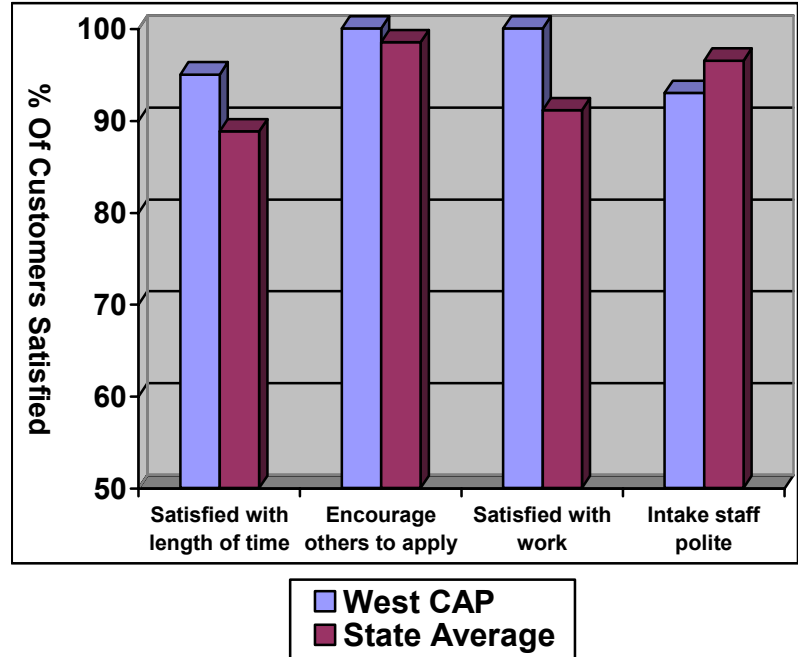
### Sub Contractor Satisfaction



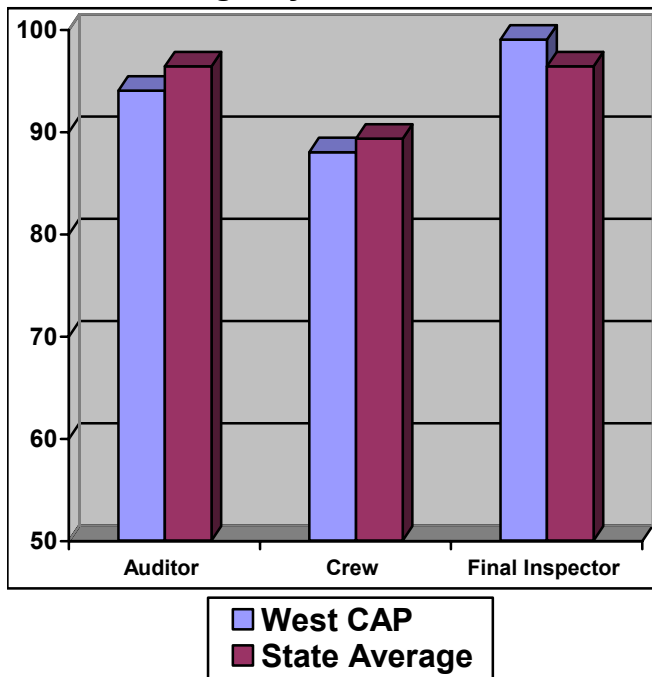
## West Central Wisconsin CAP (20 Surveys Completed)

West CAP is performing well according to the survey with 100% of the customers interviewed satisfied with the weatherization work. Customers were very happy with the weatherization process and the agency staff. One customer thought the process was somewhat long and one customer commented that the intake staff could have been more polite. The energy auditors according to the customers could be more thorough when inspecting homes and explain the weatherization work in more detail. Final inspectors are very professional and thorough according to the survey. The agency crews are performing quality work, although customers indicated the crews could better explain how to operate the new equipment and ventilation fan installed in the home. These complaints dropped the rating for crews below the state average. Sub-contractors had a 100% complete customer satisfaction rating besides the HVAC contractor. Two customers stated the HVAC contractor did not explain how to operate the new equipment that was installed.

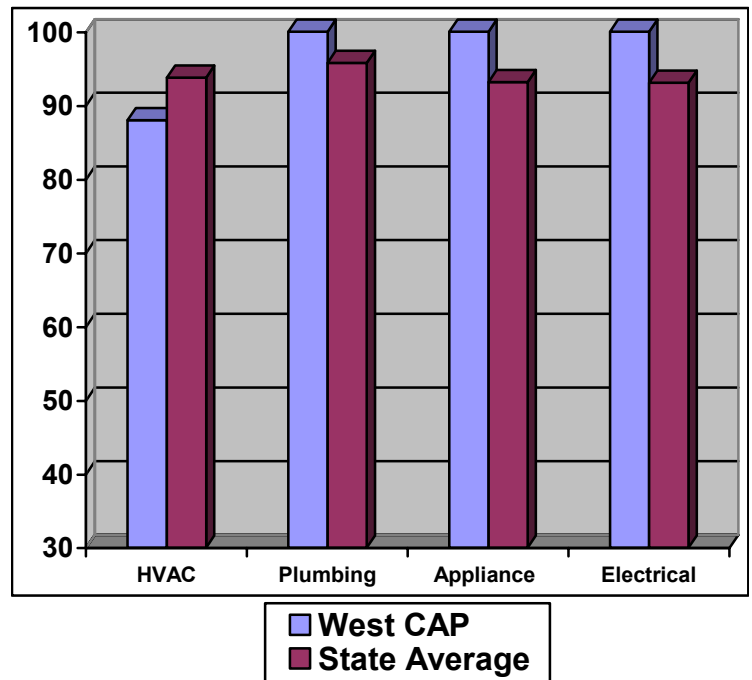
### General Questions



### Agency Satisfaction



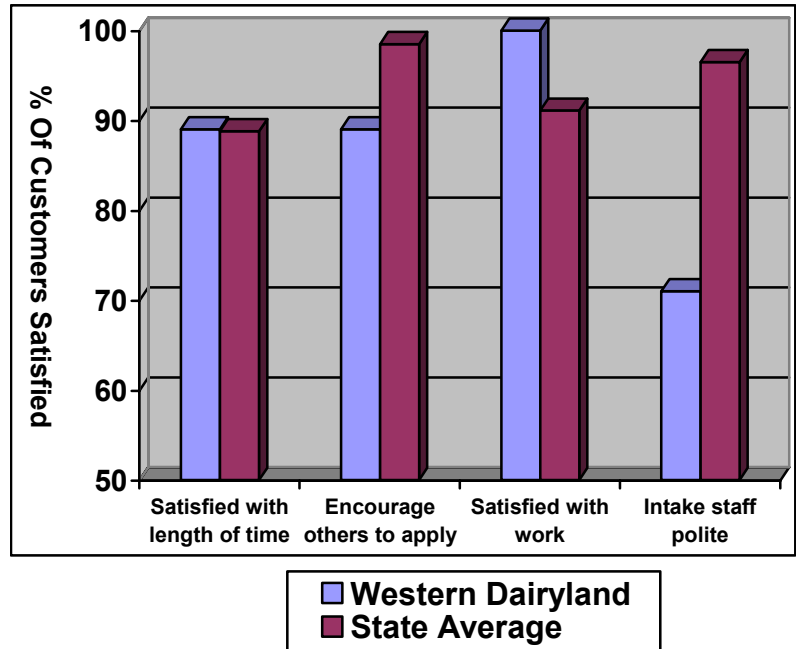
### Sub Contractor Satisfaction



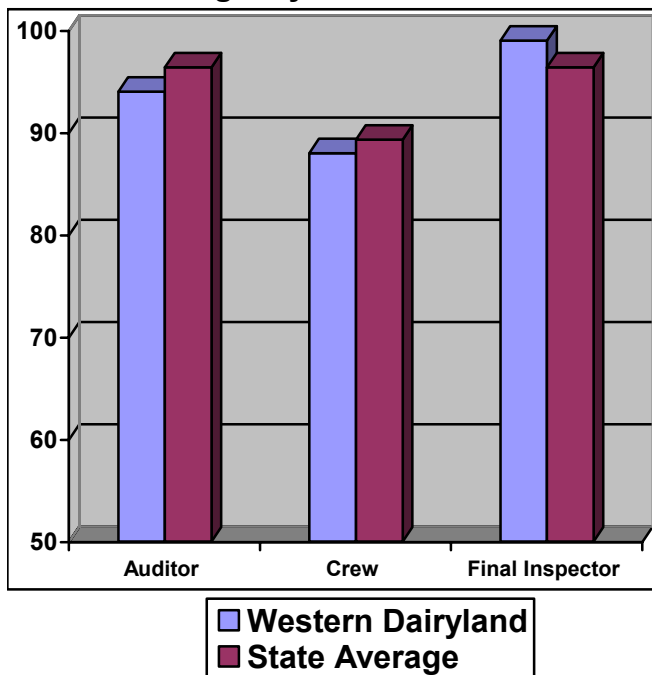
# Western Dairyland EOC (9 Surveys Completed)

Western Dairyland is performing adequately according to the survey with 100% of the customers interviewed satisfied with the weatherization work. One customer thought the process was somewhat long, commented that the intake staff could have been more polite and would not recommend the program because “the program was too confusing and they were not sure what was happening”. The energy auditors according to the customers could be more thorough when inspecting homes and explain the weatherization work in more detail. Final inspectors are very professional and thorough according to the survey. The agency crews are performing quality work, although customers indicated the crews could better explain how to operate the new equipment and ventilation fan installed in the home. These complaints dropped the rating for crews below the state average. Sub-contractors are performing well with the electricians the only exception, however only three customers were interviewed that had electrical work completed. One customer stated the electrician did not clean the work area after the work was completed and two maintained the contractor did not explain the work to them. One customer interviewed was not shown by the plumber how to operate the new water heater.

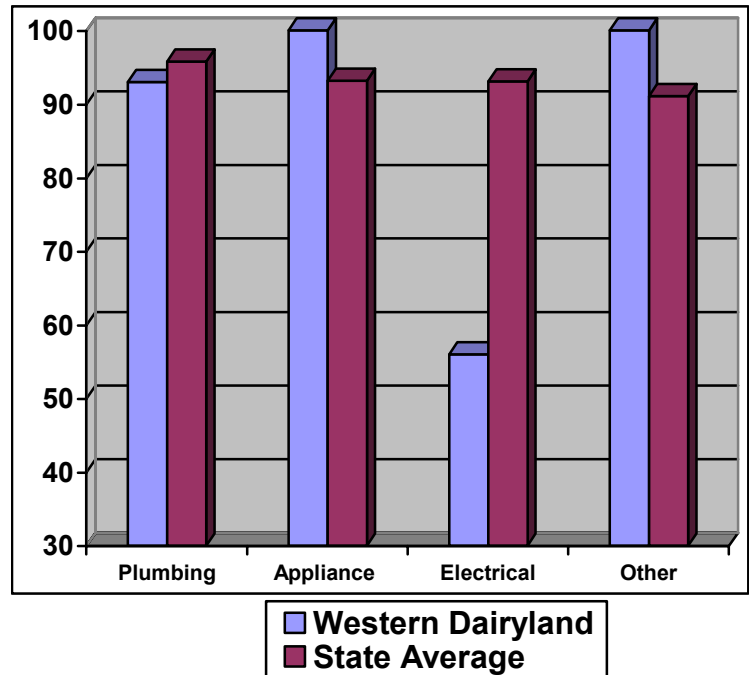
### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction

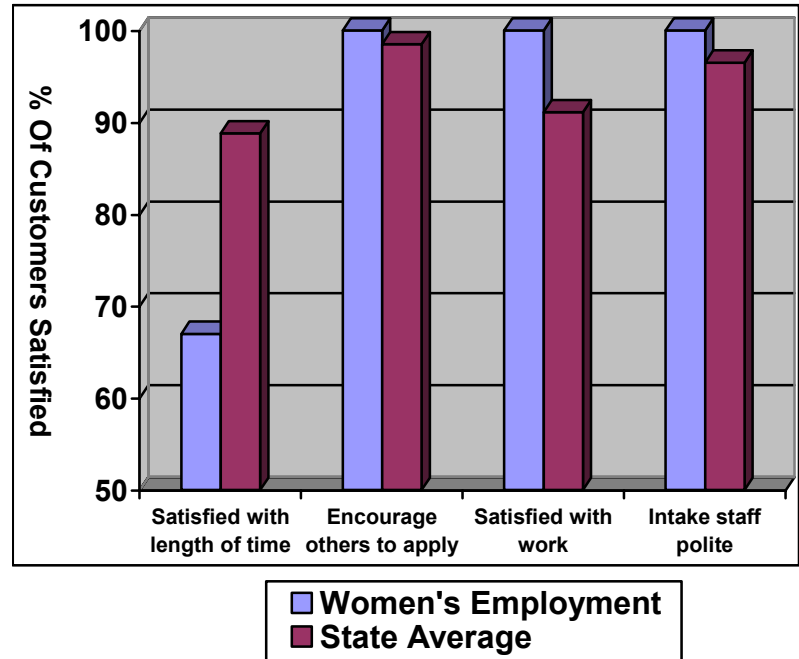


\* Western Dairyland employs HVAC technicians

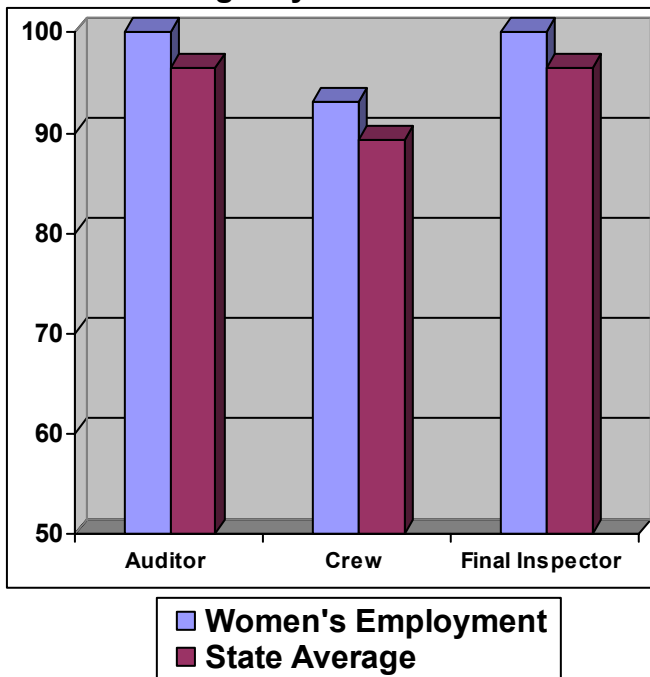
## Women's Employment Project (3 Surveys Completed)

Women's Employment Project is performing well according to the survey with 100% of the customers interviewed satisfied with the weatherization work, only three customer surveys were completed. Customers interviewed were very happy with the weatherization process and the agency staff. One customer thought it took a little long to start the work accounting for the lower rating of the question satisfied with length of time. The energy auditors and final inspectors are very professional and thorough according to the survey. The agency crews are performing quality work according to the customers interviewed, with one customer indicating the crew could have better explained how to operate the new ventilation fan installed in the home. Sub-contractors had a 100% complete customer satisfaction rating besides the appliance contractor. One customer stated the appliance contractor did not give them adequate time to remove the food from the refrigerator and they did not remove the existing refrigerator.

### General Questions



### Agency Satisfaction



### Sub Contractor Satisfaction

